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**Ticket: # 957259 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:36 AM

**City/State/Zip:** Rutland, Massachusetts 01543

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957250 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:17 AM

**City/State/Zip:** Dover, Delaware 19904

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957252 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:25 AM

**City/State/Zip:** Antioch, Illinois 60002

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957253 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:25 AM

**City/State/Zip:** Alabaster, Alabama 35007

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957254 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:27 AM

**City/State/Zip:** Winnsboro, Texas 75494

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957255 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:14:29 AM

**City/State/Zip:** Sanford, North Carolina 27332

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957256 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:29 AM

**City/State/Zip:** Brooklyn, New York 11223

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586284 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:08:54 PM

**City/State/Zip:** Anoka, Minnesota 55303

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 957257 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:32 AM

**City/State/Zip:** Bronx, New York 10452

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957260 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:37 AM

**City/State/Zip:** Saint Charles, Illinois 60174

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957261 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:42 AM

**City/State/Zip:** Los Angeles, California 90025

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957262 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:14:46 AM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957263 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:46 AM

**City/State/Zip:** New York, New York 10069

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957265 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:49 AM

**City/State/Zip:** Belvidere, Illinois 61008

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957267 - XXX XXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:14:50 AM

**City/State/Zip:** Oakland Gardens, New York 11364

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957268 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:14:57 AM

**City/State/Zip:** Yorktown, Virginia 23693

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957448 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:07 AM

**City/State/Zip:** Cincinnati, Ohio 45248

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.  
todd deitsch

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**Ticket: # 957269 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:57 AM

**City/State/Zip:** Farmington Hills, Michigan 48336

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957271 - XXXXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:14:58 AM

**City/State/Zip:** Santa Clara, California 95050

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.  
patrick mellinger

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**Ticket: # 957272 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:00 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19103

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957273 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:15:03 AM

**City/State/Zip:** Elk Grove Village, Illinois 60007

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957274 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:08 AM

**City/State/Zip:** Albuquerque, New Mexico 87109

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957275 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:15 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957276 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:19 AM

**City/State/Zip:** Lutherville Timonium, Maryland 21093

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957277 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:19 AM

**City/State/Zip:** Oakland, New Jersey 07436

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957278 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:22 AM

**City/State/Zip:** Sacramento, California 95831

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957279 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:15:24 AM

**City/State/Zip:** Eldridge, Iowa 52748

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957280 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:27 AM

**City/State/Zip:** Fort Worth, Texas 76123

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957281 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:27 AM

**City/State/Zip:** Davison, Michigan 48423

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957282 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:33 AM

**City/State/Zip:** Eden Prairie, Minnesota 55344

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957283 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:35 AM

**City/State/Zip:** Los Angeles, California 90031

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957284 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:36 AM

**City/State/Zip:** Hollywood, Florida 33021

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957285 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:41 AM

**City/State/Zip:** Friday Harbor, Washington 98250

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957286 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:42 AM

**City/State/Zip:** Amherst, Massachusetts 01002

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957287 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:45 AM

**City/State/Zip:** Frisco, Texas 75034

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957288 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:51 AM

**City/State/Zip:** Geneseo, New York 14454

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957289 - XX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:51 AM

**City/State/Zip:** Franklin, Tennessee 37068

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957291 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:53 AM

**City/State/Zip:** Owatonna, Minnesota 55060

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957292 - XXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:54 AM

**City/State/Zip:** Kennebunk, Maine 04043

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957293 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:55 AM

**City/State/Zip:** Los Angeles, California 90064

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957294 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:15:55 AM

**City/State/Zip:** Fairview, Oregon 97024

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Right NOW I am TOLD that I am using well over 30 GIGS of information and I am NOT getting any videos and only reading email and very little of those.

I think the EXTRA GIGS I am getting is in the form of ADS that keeps coming as VIDEOS.

(b) (6) [REDACTED]

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**Ticket: # 957295 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:01 AM

**City/State/Zip:** Montague, Massachusetts 01351

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957297 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:03 AM

**City/State/Zip:** Savage, Minnesota 55378

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957299 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:06 AM

**City/State/Zip:** Pleasant Gap, Pennsylvania 16823

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957300 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:06 AM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957301 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:16:06 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19125

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957302 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:08 AM

**City/State/Zip:** Larchmont, New York 10538

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957303 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:19 AM

**City/State/Zip:** Pueblo, Colorado 81006

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957304 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:25 AM

**City/State/Zip:** Savage, Minnesota 55378

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957306 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:32 AM

**City/State/Zip:** Calverton, New York 11933

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957307 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:33 AM

**City/State/Zip:** University Heights, Ohio 44118

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957308 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:16:37 AM

**City/State/Zip:** Manhattan, Kansas 66502

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957309 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:39 AM

**City/State/Zip:** Kingsport, Tennessee 37664

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957310 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:40 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19139

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957311 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:16:42 AM

**City/State/Zip:** Pleasant Gap, Pennsylvania 16823

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957312 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:44 AM

**City/State/Zip:** South Lyon, Michigan 48178

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957313 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:16:45 AM

**City/State/Zip:** Denver, Colorado 80211

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957314 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:16:51 AM

**City/State/Zip:** Dover, Florida 33527

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957511 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:25:32 AM

**City/State/Zip:** Bronx, New York 10463

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957316 - greg's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:54 AM

**City/State/Zip:** Batesburg, South Carolina 29006

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957317 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:57 AM

**City/State/Zip:** Wolfe City, Texas 75496

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957318 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:16:59 AM

**City/State/Zip:** Louisville, Kentucky 40214

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 957319 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:03 AM

**City/State/Zip:** Marietta, Georgia 30067

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957320 - XXXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:06 AM

**City/State/Zip:** Carlsbad, California 92009

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957321 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:07 AM

**City/State/Zip:** Alpharetta, Georgia 30004

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957322 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:14 AM

**City/State/Zip:** Des Moines, Iowa 50311

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957323 - Randy's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:15 AM

**City/State/Zip:** Auburn, California 95603

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957325 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:17 AM

**City/State/Zip:** Louisville, Kentucky 40204

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957326 - XXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:21 AM

**City/State/Zip:** Lancaster, Pennsylvania 17603

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957329 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:28 AM

**City/State/Zip:** Stamford, Connecticut 06902

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957330 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:30 AM

**City/State/Zip:** Bakersfield, California 93312

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957331 - XXXXX XXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:31 AM

**City/State/Zip:** College Park, Maryland 20740

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957332 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:31 AM

**City/State/Zip:** Excelsior Springs, Missouri 64024

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957333 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:34 AM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957334 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:37 AM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957335 - XXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:43 AM

**City/State/Zip:** Marietta, Georgia 30067

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957336 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:50 AM

**City/State/Zip:** Boston, Massachusetts 02128

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957337 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:51 AM

**City/State/Zip:** Ventura, California 93003

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957338 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:52 AM

**City/State/Zip:** Neosho, Missouri 64850

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

I am a Verizon user and Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957339 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:53 AM

**City/State/Zip:** Willow Grove, Pennsylvania 19090

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957340 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:54 AM

**City/State/Zip:** Columbus, Ohio 43221

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957341 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:55 AM

**City/State/Zip:** Deer Park, Texas 77536

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957342 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:17:57 AM

**City/State/Zip:** Sacramento, California 95815

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957343 - XXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:17:59 AM

**City/State/Zip:** West Falls, New York 14170

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957344 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:18:02 AM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957345 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:07 AM

**City/State/Zip:** Saint Paul, Minnesota 55105

**Company Complaining About:** Verizon

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## **Description**

A open internet is critical to the livelihood of every american and needs to be protected!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957346 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:08 AM

**City/State/Zip:** Minneapolis, Minnesota 55431

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957347 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:08 AM

**City/State/Zip:** Minneapolis, Minnesota 55406

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957348 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:09 AM

**City/State/Zip:** Seattle, Washington 98108

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957349 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:12 AM

**City/State/Zip:** Los Alamos, New Mexico 87544

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957350 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:12 AM

**City/State/Zip:** Coral Springs, Florida 33071

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957351 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:14 AM

**City/State/Zip:** Sycamore, Georgia 31790

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957352 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:17 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

The Internet has become a critical part of everyday life and control of access and price should not be left to private corporations that are far more interested in profit than providing a critical service.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 957354 - Jay Klick's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:18:19 AM

**City/State/Zip:** Lititz, Pennsylvania 17543

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 957363 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:18:29 AM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957357 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:22 AM

**City/State/Zip:** Hull, Massachusetts 02045

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957358 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:22 AM

**City/State/Zip:** Chula Vista, California 91911

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957359 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:18:22 AM

**City/State/Zip:** Marietta, Georgia 30067

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957360 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:18:25 AM

**City/State/Zip:** North Charleston, South Carolina 29420

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Seriously.

(b) (6)

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**Ticket: # 957361 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:27 AM

**City/State/Zip:** Orlando, Florida 32817

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957362 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:29 AM

**City/State/Zip:** Manchester, New Hampshire 03103

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957364 - XX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:30 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957367 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:34 AM

**City/State/Zip:** New Orleans, Louisiana 70116

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957368 - XXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:18:35 AM

**City/State/Zip:** Bristol, Vermont 05443

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957369 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:38 AM

**City/State/Zip:** Neosho, Missouri 64850

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957370 - XXXX XXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:41 AM

**City/State/Zip:** Port Orange, Florida 32127

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957371 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:18:42 AM

**City/State/Zip:** Minneapolis, Minnesota 55420

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957372 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:45 AM

**City/State/Zip:** San Antonio, Texas 78216

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957373 - Jeremy's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:18:48 AM

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

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957374 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:18:49 AM

**City/State/Zip:** Madison, Wisconsin 53711

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957375 - Emil's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:50 AM

**City/State/Zip:** Encino, California 91436

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 957377 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:57 AM

**City/State/Zip:** Cohasset, Massachusetts 02025

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957378 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:18:59 AM

**City/State/Zip:** Midlothian, Virginia 23112

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957379 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:18:59 AM

**City/State/Zip:** Tallahassee, Florida 32304

**Company Complaining About:** Comcast

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## **Description**

Time and time again this government has proven that they are not "by the people, of the people, or for the people". Continually you have shown that you are all corrupt and only cater to corporate interests. I ask you, for once, do your job. The position that has been interested to you by the people you claim to represent. Stop allowing corporations and monopolies to rob the citizens of this country and stop allowing them to pick and chose which laws they would like to follow.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957380 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:03 AM

**City/State/Zip:** Minneapolis, Minnesota 55420

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957381 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:04 AM

**City/State/Zip:** Tucson, Arizona 85745

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957384 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:19:16 AM

**City/State/Zip:** Villanova, Pennsylvania 19085

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957385 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:16 AM

**City/State/Zip:** Buffalo, New York 14221

**Company Complaining About:** Verizon

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## **Description**

To whomever may be reading this...

Obviously this is a form letter - But I've read it, understood it, and agree with it.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957386 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:18 AM

**City/State/Zip:** Kingsport, Tennessee 37664

**Company Complaining About:** Verizon

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## **Description**

Verizon has always gone out of its way to ignore customer interests and government regulations. It is time to fight back!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957387 - complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:23 AM

**City/State/Zip:** Mechanicsville, Virginia 23116

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957388 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:28 AM

**City/State/Zip:** Zeeland, Michigan 49464

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

Data cap exemptions and similar programs are a direct challenge to the stated intent of the idea of Net Neutrality. The Internet is one of the most important and necessary pieces of infrastructure in the world today. ISPs have traditionally and continue to attempt to use monopolies and other illegal

business practices to gouge customers and content providers alike. An open Internet is far too valuable to be destroyed for the sake of ISP profits.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957389 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:30 AM

**City/State/Zip:** Santa Cruz, California 95063

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 957398 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:19:53 AM

**City/State/Zip:** Fort Collins, Colorado 80525

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957399 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:57 AM

**City/State/Zip:** Keller, Texas 76248

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020797 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:14:58 PM

**City/State/Zip:** Parkersburg, West Virginia 26104

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957391 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:32 AM

**City/State/Zip:** Riviera Beach, Florida 33407

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Make them stop!!!!

(b) (6)

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**Ticket: # 957392 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:36 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957393 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:19:39 AM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957394 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:19:40 AM

**City/State/Zip:** Hogansville, Georgia 30230

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules I am a Verizon customer and I believe

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957396 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:44 AM

**City/State/Zip:** Glendale, Arizona 85306

**Company Complaining About:** T Mobile

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## **Description**

The FCC has been very responsive to consumer desires to keep Net Neutrality, and has disallowed 'fast lanes' that cost providers extra, and give the advantage to those with money to pay. But now T-Mobile and others have developed an exemption process that does not count data from certain (paying) providers against the data cap a user has.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile, and other major providers, hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile and other major carriers. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957397 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:48 AM

**City/State/Zip:** Granger, Indiana 46530

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957400 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:19:59 AM

**City/State/Zip:** Indianapolis, Indiana 46220

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957401 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:01 AM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957402 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:02 AM

**City/State/Zip:** Cottonwood, Arizona 86326

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957404 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:06 AM

**City/State/Zip:** Pensacola, Florida 32526

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957405 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:22 AM

**City/State/Zip:** Broken Arrow, Oklahoma 74012

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957406 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:25 AM

**City/State/Zip:** Yonkers, New York 10705

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957407 - XXXXXX XXXXXXXX's XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:20:26 AM

**City/State/Zip:** Bronx, New York 10470

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957409 - XXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:30 AM

**City/State/Zip:** Waltham, Massachusetts 02451

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957410 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:31 AM

**City/State/Zip:** Pensacola, Florida 32526

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957411 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:39 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15217

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957412 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:20:40 AM

**City/State/Zip:** Chicago, Illinois 60611

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957413 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:44 AM

**City/State/Zip:** Petoskey, Michigan 49770

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 957414 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:20:45 AM

**City/State/Zip:** Fairfield, Ohio 45014

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957415 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:20:49 AM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957416 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:50 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957417 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:54 AM

**City/State/Zip:** Lincoln, Nebraska 68512

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957418 - Michelle Babian's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:20:54 AM

**City/State/Zip:** Yonkers, New York 10701

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957419 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:58 AM

**City/State/Zip:** Springfield, Missouri 65807

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957420 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:20:58 AM

**City/State/Zip:** Grand Haven, Michigan 49417

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957421 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:01 AM

**City/State/Zip:** North Richland Hills, Texas 76182

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957422 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:02 AM

**City/State/Zip:** Bonsall, California 92003

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957423 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:05 AM

**City/State/Zip:** Indianapolis, Indiana 46224

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957498 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:49 AM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957424 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:09 AM

**City/State/Zip:** North Richland Hills, Texas 76182

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957425 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:12 AM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957426 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:21:15 AM

**City/State/Zip:** Pine Island, New York 10969

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957428 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:21:21 AM

**City/State/Zip:** Rochester, New York 14617

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957429 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:23 AM

**City/State/Zip:** Lincoln, Nebraska 68512

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957430 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:24 AM

**City/State/Zip:** Riviera Beach, Florida 33407

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Corporations are not people!!!!

(b) (6)

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**Ticket: # 957431 - James's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:27 AM

**City/State/Zip:** Casper, Wyoming 82609

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Seriously, are you gonna let these clowns and one of the most hated companys control the internet?

(b) (6)

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[Ticket: # 957432 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:21:28 AM

**City/State/Zip:** Knoxville, Tennessee 37923

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957433 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:21:32 AM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957434 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:21:35 AM

**City/State/Zip:** Webster, New York 14580

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957436 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:21:37 AM

**City/State/Zip:** Amarillo, Texas 79106

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957437 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:21:40 AM

**City/State/Zip:** Cincinnati, Ohio 45248

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957438 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:21:42 AM

**City/State/Zip:** South Berwick, Maine 03908

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957439 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:45 AM

**City/State/Zip:** Roseland, New Jersey 07068

**Company Complaining About:** T Mobile

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## **Description**

Zero Rating' seems like a win for the consumer, but is really a silly way to work around FCC guidelines. Net Neutrality was one of the most unsung victories of our hyper-partisan era; it's important to not let these small steps backwards lead to a larger and more dangerous decline.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957440 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:47 AM

**City/State/Zip:** Rochester, New York 14617

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957441 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:50 AM

**City/State/Zip:** Morro Bay, California 93442

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957442 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:52 AM

**City/State/Zip:** Biddeford, Maine 04005

**Company Complaining About:** Verizon

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## **Description**

Please stop trying to decide who can go where on the internet! You're impacting people who will have to choose which, otherwise free, sites they can afford to visit.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957443 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:54 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957444 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:54 AM

**City/State/Zip:** Brush Prairie, Washington 98606

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957445 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:21:56 AM

**City/State/Zip:** Winnabow, North Carolina 28479

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 957449 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:22:10 AM

**City/State/Zip:** Carbondale, Colorado 81623

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957450 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:10 AM

**City/State/Zip:** Brooklyn, Maryland 21225

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957451 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:12 AM

**City/State/Zip:** Pontiac, Michigan 48340

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957452 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:13 AM

**City/State/Zip:** Springfield, Missouri 65803

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957454 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:14 AM

**City/State/Zip:** Grand Haven, Michigan 49417

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957455 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:23 AM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957456 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:24 AM

**City/State/Zip:** Concrete, Washington 98237

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957457 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:27 AM

**City/State/Zip:** San Luis Rey, California 92068

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957458 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:31 AM

**City/State/Zip:** Beaverton, Oregon 97007

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957459 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:33 AM

**City/State/Zip:** Poway, California 92064

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957460 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:33 AM

**City/State/Zip:** Denver, Colorado 80247

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957461 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:44 AM

**City/State/Zip:** Livonia, Michigan 48152

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957463 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:53 AM

**City/State/Zip:** Alpharetta, Georgia 30004

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957464 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:54 AM

**City/State/Zip:** Villanova, Pennsylvania 19085

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957465 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:22:56 AM

**City/State/Zip:** Spokane, Washington 99208

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957466 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:23:00 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957467 - X XXXXXXXXXXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:23:01 AM

**City/State/Zip:** Merrillville, Indiana 46410

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957469 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:23:26 AM

**City/State/Zip:** Tacoma, Washington 98411

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957470 - complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:23:27 AM

**City/State/Zip:** Mechanicsville, Virginia 23116

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957471 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:23:31 AM

**City/State/Zip:** Mission, Texas 78572

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957473 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:23:41 AM

**City/State/Zip:** Jasper, Alabama 35503

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957474 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:23:43 AM

**City/State/Zip:** Sacramento, California 95819

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957475 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:23:46 AM

**City/State/Zip:** Monticello, Illinois 61856

**Company Complaining About:** AT&T

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## **Description**

This is outrageous and must be stopped. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957477 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:23:49 AM

**City/State/Zip:** Spokane, Washington 99208

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957478 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:23:57 AM

**City/State/Zip:** Douglasville, Georgia 30135

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957479 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:23:59 AM

**City/State/Zip:** Palm City, Florida 34990

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957481 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:02 AM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957482 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:10 AM

**City/State/Zip:** Chicago, Illinois 60632

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957483 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:16 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957484 - XX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:23 AM

**City/State/Zip:** Lawton, Oklahoma 73505

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. These same cable and phone companies that fought so hard to destroy Net Neutrality are now creating harmful new schemes which pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll, for a fee, in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet anyone wants to have.

These programs also create perverse incentives for AT&T to keep data caps low: the lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I respectfully request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses, except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers. That is not fair. That is not American.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Thank you for your time and consideration.

(b) (6)

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**Ticket: # 957485 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:26 AM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957486 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:27 AM

**City/State/Zip:** Carmel By The Sea, California 93921

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957487 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:29 AM

**City/State/Zip:** Oak Forest, Illinois 60452

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957488 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:29 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19111

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957489 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:31 AM

**City/State/Zip:** Saint Louis, Missouri 63116

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957490 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:33 AM

**City/State/Zip:** East Northport, New York 11731

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957491 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:35 AM

**City/State/Zip:** Sugar Grove, Illinois 60554

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957492 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:39 AM

**City/State/Zip:** Shade, Ohio 45776

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957493 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:40 AM

**City/State/Zip:** Chicago, Illinois 60632

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957494 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:41 AM

**City/State/Zip:** Simpson, Illinois 62985

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957495 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:42 AM

**City/State/Zip:** Daytona Beach, Florida 32118

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957496 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:48 AM

**City/State/Zip:** Palatine, Illinois 60074

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957499 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:49 AM

**City/State/Zip:** Richmond, Virginia 23220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957500 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:51 AM

**City/State/Zip:** Lafayette, Colorado 80026

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957501 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:54 AM

**City/State/Zip:** San Antonio, Texas 78264

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957502 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:55 AM

**City/State/Zip:** Cape Girardeau, Missouri 63702

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957503 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:56 AM

**City/State/Zip:** New York, New York 10029

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957504 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:24:57 AM

**City/State/Zip:** Las Vegas, Nevada 89107

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957505 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:25:09 AM

**City/State/Zip:** West Des Moines, Iowa 50266

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957506 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:25:11 AM

**City/State/Zip:** Carol Stream, Illinois 60188

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957507 - XXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:25:18 AM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957508 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:25:29 AM

**City/State/Zip:** Derwood, Maryland 20855

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957510 - Jeanne's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:25:31 AM

**City/State/Zip:** Marysville, Michigan 48040

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957512 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:25:32 AM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957513 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:25:38 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957514 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:25:46 AM

**City/State/Zip:** West Hartford, Connecticut 06119

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957515 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:25:48 AM

**City/State/Zip:** Aspen, Colorado 81612

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957516 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:25:50 AM

**City/State/Zip:** Santa Monica, California 90403

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957517 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:25:53 AM

**City/State/Zip:** Peabody, Massachusetts 01960

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957518 - Todd's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:25:56 AM

**City/State/Zip:** Durham, North Carolina 27704

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957519 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:25:57 AM

**City/State/Zip:** Austin, Texas 78730

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957520 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:26:02 AM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957521 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:26:06 AM

**City/State/Zip:** Bronx, New York 10463

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957522 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:26:06 AM

**City/State/Zip:** New Orleans, Louisiana 70124

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957523 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:26:18 AM

**City/State/Zip:** Summerville, South Carolina 29483

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957524 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:26:23 AM

**City/State/Zip:** Portland, Oregon 97201

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957562 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:30:59 AM

**City/State/Zip:** Carbondale, Illinois 62903

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957525 - XXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:26:24 AM

**City/State/Zip:** Somerdale, New Jersey 08083

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957526 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:26:26 AM

**City/State/Zip:** Newburgh, Indiana 47630

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957527 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:26:31 AM

**City/State/Zip:** Richardson, Texas 75081

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957528 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:26:36 AM

**City/State/Zip:** Cedar Rapids, Iowa 52498

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957529 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:26:39 AM

**City/State/Zip:** Bradenton, Florida 34207

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957530 - X XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:26:43 AM

**City/State/Zip:** Miramar Beach, Florida 32550

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957531 - XXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:26:49 AM

**City/State/Zip:** West Palm Beach, Florida 33407

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957532 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:27:03 AM

**City/State/Zip:** New Hudson, Michigan 48165

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957533 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:27:08 AM

**City/State/Zip:** Gaithersburg, Maryland 20878

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957534 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:27:34 AM

**City/State/Zip:** Belmont, Massachusetts 02478

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957537 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:27:42 AM

**City/State/Zip:** Oklahoma City, Oklahoma 73106

**Company Complaining About:** AT&T

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## **Description**

I can't believe we still have to fill these things out. Aren't you guys rich enough?

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957538 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:27:45 AM

**City/State/Zip:** Fort Benning, Georgia 31905

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957539 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:27:49 AM

**City/State/Zip:** San Francisco, California 94114

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957540 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:28:00 AM

**City/State/Zip:** Lincoln, Nebraska 68526

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957541 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:28:08 AM

**City/State/Zip:** Staten Island, New York 10302

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957542 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:28:12 AM

**City/State/Zip:** Los Angeles, California 90042

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957543 - Adam's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:28:13 AM

**City/State/Zip:** Paw Paw, Michigan 49079

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957544 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:28:18 AM

**City/State/Zip:** Bellefonte, Pennsylvania 16823

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957545 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:28:20 AM

**City/State/Zip:** Oxford, Connecticut 06478

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957546 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:28:27 AM

**City/State/Zip:** Orlando, Florida 32837

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957548 - Scott's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:28:38 AM

**City/State/Zip:** Omaha, Nebraska 68114

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957549 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:28:46 AM

**City/State/Zip:** Bellefonte, Pennsylvania 16823

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957551 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:28:56 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957552 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:29:03 AM

**City/State/Zip:** San Francisco, California 94112

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957555 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:29:47 AM

**City/State/Zip:** Davenport, Iowa 52803

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957557 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:30:03 AM

**City/State/Zip:** Mustang, Oklahoma 73064

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957558 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:30:15 AM

**City/State/Zip:** Shelton, Washington 98584

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957559 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:30:20 AM

**City/State/Zip:** New Holland, Pennsylvania 17557

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957564 - Cari's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:31:12 AM

**City/State/Zip:** Two Harbors, Minnesota 55616

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957565 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:31:13 AM

**City/State/Zip:** Parsippany, New Jersey 07054

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957566 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:31:24 AM

**City/State/Zip:** San Antonio, Texas 78232

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957568 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:31:37 AM

**City/State/Zip:** Tarpon Springs, Florida 34689

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957569 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:31:50 AM

**City/State/Zip:** Leesburg, Virginia 20176

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957570 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:31:58 AM

**City/State/Zip:** Mcallen, Texas 78504

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 957571 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:32:10 AM

**City/State/Zip:** Saint Louis, Missouri 63129

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957572 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:32:32 AM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957574 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:32:43 AM

**City/State/Zip:** Sandpoint, Idaho 83864

**Company Complaining About:** Comcast

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## **Description**

I'm not happy about the giant corporations trying to skirt Net Neutrality rules. Please accept the following comments as my own. I don't have time to create a letter from scratch. Thank you. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 957575 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:33:11 AM

**City/State/Zip:** Wake Village, Texas 75501

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 957677 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:02:09 AM

**City/State/Zip:** Middleburg, Florida 32068

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957578 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 10:34:23 AM

**City/State/Zip:** Langhorne, Pennsylvania 19047

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 957581 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 10:35:04 AM

**City/State/Zip:** Saint Paul, Minnesota 55113

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 987779 - Data caps are unfair and need to be made illegal**

**Date:** 5/18/2016 10:17:36 PM

**City/State/Zip:** Boise, Idaho 83709

**Company Complaining About:** Cable One

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## **Description**

Data caps on internet service plans have routinely shown to be used exclusively to increase profits of already rich monopolies, and they need to be abolished.

I don't pay extra to get my hair cut if it grew a little longer last month, and I shouldn't be forced to pay >50% more because I used a little more data last month than average.

Or another funny analogy, imagine that I sell you a car, but you are only allowed to drive it for 6.6hrs per month. How does that make any sense whatsoever? That is what these cable companies are doing. A 300GB data cap on a 100Mbps plan is the equivalent of 6.66 hours of service utilization. If you don't see something wrong with that, your bribes from these ISPs must be blocking your vision.

The only way to make data caps fair, is to force ISPs to switch from "providing access to a service" to "you are buying XXX gigabytes, use them when you want". My average usage is ~220 GB /month, but some months are much lower and some are a little higher. I don't get a credit for months where I use less, so why should I be forced to upgrade when I use slightly more? If data caps' purpose is to make those who use more, pay more, then this solution is the ideal one. Want to take a guess why it isn't the one that is implemented (\$\$\$\$ for fat cat cable company execs is why)?

Also, if it was truly about the amount of data, why is it that Cable one forces people who go over 300GB 3x in 1 year to not only upgrade their data allowance, but their entire internet package. They do not give the ability to buy more GB for your current plan, they force you to pay for the upgraded plans with "faster speed". This is all so that they can get more money out of their customers. I have no interest or need in upgrading my speed, obviously it is fast enough to bust through their data cap. So why do I need to upgrade my speed from 100MBPS to 150MBPS so that I can go from 300GB cap to a 400GB cap? I'll tell you, its because they can't charge \$25 more for 100GB of data, so they force you to purchase the data with the upgraded speed, and then have the gall to say "you are getting a much better internet package, that is why it costs more". BULLCRAP I say, more like "we want more of your money, and we do what we want".

These companies are exploiting the local market monopolies that they enjoy, and it is not fair. The FCC needs to step in and do something about it. There is NO competition in the market and these companies have NO incentive to fix their unfair practices. I wouldn't put it past them to collude with other ISPs such that everyone adopts "industry standard practices" of highway robbery and exploitation.

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**Ticket: # 957653 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:00:24 AM

**City/State/Zip:** Dallas, Texas 75204

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957654 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:00:25 AM

**City/State/Zip:** Allston, Massachusetts 02134

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957649 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:00:14 AM

**City/State/Zip:** Newport Beach, California 92659

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957652 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:00:20 AM

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

**Company Complaining About:** Comcast

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## **Description**

To remain a strong country, we must have , protect, and maintain strong Net Neutrality rules that benefit all individuals and citizens not corporate profits.

These data caps are yet another approach by big corporations to limit our access to information and to free speech.

I demand that the FCC undertake a public process to stop zero rating and enforce the net neutrality rules that were passed last year.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957674 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:01:46 AM

**City/State/Zip:** Aspen, Colorado 81612

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957664 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:01:20 AM

**City/State/Zip:** Trenton, New Jersey 08620

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957657 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:00:35 AM

**City/State/Zip:** Malden, Massachusetts 02148

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957658 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:00:35 AM

**City/State/Zip:** New Rochelle, New York 10805

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957660 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:00:53 AM

**City/State/Zip:** Minneapolis, Minnesota 55413

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957665 - XXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:01:21 AM

**City/State/Zip:** Edmonds, Washington 98026

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957666 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:01:26 AM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957668 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:01:27 AM

**City/State/Zip:** Edgewood, Kentucky 41017

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957669 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:01:30 AM

**City/State/Zip:** Rowlett, Texas 75088

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957673 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:01:45 AM

**City/State/Zip:** Lone Tree, Colorado 80124

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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P.S. As you well know Comcast has always placed profit over "Customer Service" and the abeyance of legislation and laws to protect all American consumers!

(b) (6)

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[Ticket: # 957682 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:02:36 AM

**City/State/Zip:** Vero Beach, Florida 32968

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957683 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:03:01 AM

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

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957684 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:03:12 AM

**City/State/Zip:** Bal Harbour, Florida 33154

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957686 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:03:25 AM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957687 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:03:41 AM

**City/State/Zip:** Aurora, Colorado 80014

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957688 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:03:54 AM

**City/State/Zip:** Oceanside, California 92057

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957698 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:04:43 AM

**City/State/Zip:** Grafton, West Virginia 26354

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957690 - XXXXXXXXXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:04:04 AM

**City/State/Zip:** Augusta, Georgia 30907

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957691 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:04:13 AM

**City/State/Zip:** Ashland, Oregon 97520

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957692 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:04:15 AM

**City/State/Zip:** Chicago, Illinois 60661

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957693 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:04:17 AM

**City/State/Zip:** Sacramento, California 95831

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957695 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:04:37 AM

**City/State/Zip:** Hillsdale, New Jersey 07642

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957696 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:04:37 AM

**City/State/Zip:** Amherst, Massachusetts 01002

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957697 - Anne's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:04:41 AM

**City/State/Zip:** Rochester, New York 14611

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957700 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:05:08 AM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957701 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:05:13 AM

**City/State/Zip:** Cambridge, Massachusetts 02139

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957704 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:05:28 AM

**City/State/Zip:** Omaha, Nebraska 68114

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957705 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:05:33 AM

**City/State/Zip:** Dalton, Georgia 30720

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957706 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:05:34 AM

**City/State/Zip:** Reno, Nevada 89509

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957708 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:05:39 AM

**City/State/Zip:** Oklahoma City, Oklahoma 73110

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957709 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:05:47 AM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 957710 - XXXXXXXXXX XXXXXXXXXX's XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:05:48 AM

**City/State/Zip:** Stamford, Connecticut 06907

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957713 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:05:54 AM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957715 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:06:04 AM

**City/State/Zip:** Chicago, Illinois 60626

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957716 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:06:08 AM

**City/State/Zip:** Catonsville, Maryland 21228

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957718 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:06:10 AM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957719 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:06:11 AM

**City/State/Zip:** Hyattsville, Maryland 20781

**Company Complaining About:** T Mobile

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## **Description**

To the FCC:

You'll receive many identical complaints through FFTF but I am not customizing mine, below, because it expresses perfectly what the problem is. The ISPs are acting against fairness online and against the democratic process, in addition to breaking the rules that the FCC established in response to the concerns of the American people.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957720 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:06:12 AM

**City/State/Zip:** Mechanicsburg, Pennsylvania 17055

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957722 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:06:23 AM

**City/State/Zip:** San Jose, California 95122

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957723 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:06:37 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15214

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957725 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:06:40 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15209

**Company Complaining About:** T Mobile

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## **Description**

Our family is a Verizon and AT&T customer, and I am distressed and dismayed that the large telecom companies would actively control the internet and media content available to us, which includes news sources necessary for deciding upon an election candidate. This is not a "pay to play" situation, this is a "pay more and let us decide how you'll play" situation with absolutely zero transparency.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957726 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:06:45 AM

**City/State/Zip:** Vilas, North Carolina 28692

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957727 - Francis 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:06:47 AM

**City/State/Zip:** Eureka, California 95501

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957728 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:06:47 AM

**City/State/Zip:** Mount Shasta, California 96067

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957729 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:06:56 AM

**City/State/Zip:** Gobles, Michigan 49055

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957730 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:07:10 AM

**City/State/Zip:** Pompano Beach, Florida 33060

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957731 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:07:22 AM

**City/State/Zip:** Baltimore, Maryland 21218

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957732 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:07:28 AM

**City/State/Zip:** Gobles, Michigan 49055

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957733 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:07:28 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19148

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957734 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:07:36 AM

**City/State/Zip:** Chicago, Illinois 60661

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 957735 - David's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:07:53 AM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957736 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:07:55 AM

**City/State/Zip:** Miami, Florida 33138

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957738 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:07:59 AM

**City/State/Zip:** Yucaipa, California 92399

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957739 - XX XXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:07 AM

**City/State/Zip:** Clermont, Florida 34711

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957740 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:09 AM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957741 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:16 AM

**City/State/Zip:** Sacramento, California 95825

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957742 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:08:23 AM

**City/State/Zip:** Bulverde, Texas 78163

**Company Complaining About:** AT&T

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## Description

Zero rating seems to undermine Net Neutrality.

In 2015 the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957743 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:25 AM

**City/State/Zip:** Lexington, Massachusetts 02421

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957745 - Ibrahim 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:29 AM

**City/State/Zip:** Minneapolis, Minnesota 55406

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957746 - Catherine 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:29 AM

**City/State/Zip:** Knoxville, Tennessee 37932

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957748 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:34 AM

**City/State/Zip:** Santa Fe, New Mexico 87508

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957749 - Ryan 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:08:40 AM

**City/State/Zip:** Live Oak, Florida 32060

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957750 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:41 AM

**City/State/Zip:** Santa Cruz, California 95062

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957751 - Juan 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:08:43 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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[Ticket: # 957752 - Patricia 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:08:47 AM

**City/State/Zip:** Peabody, Massachusetts 01960

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957753 - XXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:08:48 AM

**City/State/Zip:** Worcester, Massachusetts 01604

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957754 - Rebecca 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:08:50 AM

**City/State/Zip:** Oakland, California 94619

**Company Complaining About:** AT&T

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## Description

A swine by any other name is still a swine! What about ethics? What about the spirit of the law? Why is that optional?

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957755 - Teresa 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:51 AM

**City/State/Zip:** San Antonio, Texas 78217

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957756 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:52 AM

**City/State/Zip:** Loveland, Colorado 80537

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957757 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:52 AM

**City/State/Zip:** Oakland, California 94601

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957758 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:53 AM

**City/State/Zip:** New York, New York 10019

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957759 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:54 AM

**City/State/Zip:** Madelia, Minnesota 56062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957760 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:55 AM

**City/State/Zip:** New Paltz, New York 12561

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957762 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:08:56 AM

**City/State/Zip:** Hanover, Indiana 47243

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957763 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:56 AM

**City/State/Zip:** Palm Springs, California 92262

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957764 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:57 AM

**City/State/Zip:** Greencastle, Indiana 46135

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957765 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:57 AM

**City/State/Zip:** Morgan City, Louisiana 70380

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957766 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:58 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19132

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957767 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:08:58 AM

**City/State/Zip:** Houston, Texas 77058

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957768 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:00 AM

**City/State/Zip:** Sylmar, California 91342

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957769 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:00 AM

**City/State/Zip:** Auburn, Kansas 66402

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957770 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:01 AM

**City/State/Zip:** Richmond, Maine 04357

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957771 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:03 AM

**City/State/Zip:** Blair, Nebraska 68008

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957772 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:03 AM

**City/State/Zip:** Waterloo, Wisconsin 53594

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957773 - XXXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:04 AM

**City/State/Zip:** Monmouth, Oregon 97361

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957774 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:06 AM

**City/State/Zip:** San Luis Obispo, California 93405

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957775 - XXXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:06 AM

**City/State/Zip:** Monmouth, Oregon 97361

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957776 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:07 AM

**City/State/Zip:** Lindenhurst, New York 11757

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957777 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:07 AM

**City/State/Zip:** Syracuse, New York 13208

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have. What AT&T is doing amounts to the same thing as charging websites to be in the fast lane, they still have to pay!

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost on to me).

I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957778 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:08 AM

**City/State/Zip:** Firestone, Colorado 80504

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957779 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:09 AM

**City/State/Zip:** West Chester, Pennsylvania 19380

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957780 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:09 AM

**City/State/Zip:** Seattle, Washington 98126

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957781 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:10 AM

**City/State/Zip:** Fredericksburg, Virginia 22407

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957782 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:11 AM

**City/State/Zip:** Pasadena, Texas 77503

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957783 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:12 AM

**City/State/Zip:** San Diego, California 92101

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957784 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:13 AM

**City/State/Zip:** Portland, Oregon 97222

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957785 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:13 AM

**City/State/Zip:** Albuquerque, New Mexico 87123

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957786 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:13 AM

**City/State/Zip:** Hartford, Connecticut 06105

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957787 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:13 AM

**City/State/Zip:** Columbus, Ohio 43235

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957788 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:15 AM

**City/State/Zip:** Wichita, Kansas 67216

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957789 - XX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:15 AM

**City/State/Zip:** Beaverton, Oregon 97006

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957790 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:17 AM

**City/State/Zip:** Kewanee, Illinois 61443

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957791 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:18 AM

**City/State/Zip:** Howell, New Jersey 07731

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957792 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:18 AM

**City/State/Zip:** O Fallon, Illinois 62269

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957793 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:21 AM

**City/State/Zip:** Jackson, Mississippi 39204

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957794 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:21 AM

**City/State/Zip:** Redlands, California 92374

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957795 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:21 AM

**City/State/Zip:** Boston, Massachusetts 02111

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957796 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:21 AM

**City/State/Zip:** New Orleans, Louisiana 70115

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957797 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:23 AM

**City/State/Zip:** Los Angeles, California 90042

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957798 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:24 AM

**City/State/Zip:** Nederland, Colorado 80466

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957799 - Dawn 's Dawn 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:24 AM

**City/State/Zip:** Saint Paul, Minnesota 55129

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957801 - Robin 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:27 AM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957802 - JanetPalmer 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:28 AM

**City/State/Zip:** Boone, North Carolina 28607

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

I need to keep monthly expenditures low, and Internet access is crucial to me. Please do not allow AT&T to price me out of Internet access.

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957803 - Candace 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:29 AM

**City/State/Zip:** Silverdale, Washington 98315

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957804 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:29 AM

**City/State/Zip:** Kansas City, Missouri 64112

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957805 - Peter 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:32 AM

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

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957806 - XXXXXX XXXXXXXXX's XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:32 AM

**City/State/Zip:** Richmond, California 94805

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957807 - XXXXXXXX XXXXXXXXXXXXXXXXXXXXX's XXXXXXXX  
XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:32 AM

**City/State/Zip:** Round Rock, Texas 78665

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957808 - Robert's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:35 AM

**City/State/Zip:** Cudahy, Wisconsin 53110

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957809 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:35 AM

**City/State/Zip:** Mooresville, Indiana 46158

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules. I am not happy with the way things are changing and being more complicated to use and am checking out other alternatives to ATT.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957810 - XX XXXXXXXXXXXX's XX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:37 AM

**City/State/Zip:** Edmond, Oklahoma 73013

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957811 - XX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:39 AM

**City/State/Zip:** Edmond, Oklahoma 73013

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957812 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:39 AM

**City/State/Zip:** Portland, Oregon 97223

**Company Complaining About:** Comcast

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## **Description**

I really enjoy my Netflix and Youtube videos. I am alarmed that Comcast wants to limit my access to these websites. Especially considering how much I pay each month for internet access.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957813 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:39 AM

**City/State/Zip:** Hudson, New Hampshire 03051

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957814 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:40 AM

**City/State/Zip:** Fruit Heights, Utah 84037

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 957815 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:41 AM

**City/State/Zip:** Orange City, Iowa 51041

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957816 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:43 AM

**City/State/Zip:** Hereford, Arizona 85615

**Company Complaining About:** AT&T

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## **Description**

The Internet was not created to be manipulated nor abused by corporations and other Big Business. Enough of the greed. Please keep in mind, dear FCC, that the Internet represents one of the last frontiers of free expression, where individual preferences still reign.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957817 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:45 AM

**City/State/Zip:** Sandston, Virginia 23150

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957818 - Kelly 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:46 AM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957819 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:45 AM

**City/State/Zip:** Des Moines, Iowa 50317

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957820 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:46 AM

**City/State/Zip:** Chagrin Falls, Ohio 44022

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. \*\*\*I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.\*\*\*

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957821 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:46 AM

**City/State/Zip:** Birmingham, Alabama 35244

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957822 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:47 AM

**City/State/Zip:** Oneonta, New York 13820

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957823 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:47 AM

**City/State/Zip:** Rocky Point, North Carolina 28457

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957824 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:51 AM

**City/State/Zip:** San Jose, California 95128

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957825 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:52 AM

**City/State/Zip:** Evergreen, Colorado 80437

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out, including me. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet and are undermining the FCC.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957826 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:53 AM

**City/State/Zip:** Newport, Oregon 97365

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957827 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:53 AM

**City/State/Zip:** Denton, Texas 76209

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957828 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:54 AM

**City/State/Zip:** Monroeville, Alabama 36460

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957829 - Ben's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:54 AM

**City/State/Zip:** Temecula, California 92592

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957830 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:54 AM

**City/State/Zip:** Carnegie, Pennsylvania 15106

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957831 - Angie Bray's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:55 AM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957832 - David Bouchard's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:57 AM

**City/State/Zip:** Warwick, Rhode Island 02886

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957833 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:57 AM

**City/State/Zip:** Nicholasville, Kentucky 40356

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957834 - Gennaro(Jerry)'s complaint re: ISP Zero Rating****Date:** 5/6/2016 11:09:58 AM**City/State/Zip:** Mechanicville, New York 12118**Company Complaining About:** Verizon

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**Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 957835 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:09:59 AM

**City/State/Zip:** Old Bridge, New Jersey 08857

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957836 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:09:59 AM

**City/State/Zip:** Tampa, Florida 33615

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957837 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:00 AM

**City/State/Zip:** Washington, District Of Columbia 20032

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 957846 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:07 AM

**City/State/Zip:** Dallas, Texas 75218

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957838 - XXXXX XXXXXX's XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:00 AM

**City/State/Zip:** Mountville, Pennsylvania 17554

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957839 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:01 AM

**City/State/Zip:** Traverse City, Michigan 49696

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957840 - XXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:01 AM

**City/State/Zip:** Klamath Falls, Oregon 97601

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957841 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:02 AM

**City/State/Zip:** East Orange, New Jersey 07018

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957842 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:03 AM

**City/State/Zip:** Burlington, New Jersey 08016

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957843 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:05 AM

**City/State/Zip:** Modesto, California 95355

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957844 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:06 AM

**City/State/Zip:** Dundalk, Maryland 21222

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957845 - X XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:06 AM

**City/State/Zip:** Kenilworth, New Jersey 07033

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957847 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:07 AM

**City/State/Zip:** Buffalo, New York 14221

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957848 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:07 AM

**City/State/Zip:** Dallas, Texas 75225

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957849 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:07 AM

**City/State/Zip:** Hawthorne, Florida 32640

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957860 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:15 AM

**City/State/Zip:** Kissimmee, Florida 34747

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957850 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:09 AM

**City/State/Zip:** Randolph, Maine 04346

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957851 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:09 AM

**City/State/Zip:** South Park, Pennsylvania 15129

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957852 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:09 AM

**City/State/Zip:** Melville, New York 11747

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957853 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:12 AM

**City/State/Zip:** Old Bridge, New Jersey 08857

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957854 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:13 AM

**City/State/Zip:** Macomb, Michigan 48044

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957856 - Michael's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:13 AM

**City/State/Zip:** Colville, Washington 99114

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957857 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:14 AM

**City/State/Zip:** Orlando, Florida 32803

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957858 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:14 AM

**City/State/Zip:** Washington, District Of Columbia 20003

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957859 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:15 AM

**City/State/Zip:** Elm Grove, Louisiana 71051

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957861 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:15 AM

**City/State/Zip:** Brooklyn, New York 11231

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957862 - Barry 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:18 AM

**City/State/Zip:** Springfield, Massachusetts 01104

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957863 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:18 AM

**City/State/Zip:** Colts Neck, New Jersey 07722

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957864 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:18 AM

**City/State/Zip:** Herriman, Utah 84096

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957865 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:19 AM

**City/State/Zip:** Tucson, Arizona 85716

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957866 - XXXXX XXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:20 AM

**City/State/Zip:** Cheyenne, Wyoming 82009

**Company Complaining About:** Comcast

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## **Description**

Please don't do this to us, your customers. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957867 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:20 AM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. It would stifle innovation. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. Immediately. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957868 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:21 AM

**City/State/Zip:** Imperial Beach, California 91932

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957869 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:21 AM

**City/State/Zip:** Tucson, Arizona 85718

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957870 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:22 AM

**City/State/Zip:** Amherst, Massachusetts 01002

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957871 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:22 AM

**City/State/Zip:** Kissimmee, Florida 34747

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957872 - XXXXX XXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:24 AM

**City/State/Zip:** Seabrook, New Hampshire 03874

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. US companies' charges for internet, cable and phone service is obscene! We are sick of being taken advantage of by these companies, who have us by the throat to do any e-commerce.

(b) (6)

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[Ticket: # 957873 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:24 AM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957874 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:25 AM

**City/State/Zip:** North Dighton, Massachusetts 02764

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957875 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:27 AM

**City/State/Zip:** North Brunswick, New Jersey 08902

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957876 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:28 AM

**City/State/Zip:** Bridgeton, New Jersey 08302

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957877 - Nathalie 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:30 AM

**City/State/Zip:** Phoenix, Arizona 85040

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957878 - Jay Klick's Jay Klick's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:30 AM

**City/State/Zip:** Lititz, Pennsylvania 17543

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957879 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:31 AM

**City/State/Zip:** Bronx, New York 10470

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957880 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:32 AM

**City/State/Zip:** Athens, Illinois 62613

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957881 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:32 AM

**City/State/Zip:** Delhi, New York 13753

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957883 - X XXXXXXXXXXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:34 AM

**City/State/Zip:** Merrillville, Indiana 46410

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957884 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:34 AM

**City/State/Zip:** Shade, Ohio 45776

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957885 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:34 AM

**City/State/Zip:** Irwin, Pennsylvania 15642

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Gail Meister

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[Ticket: # 957894 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:41 AM

**City/State/Zip:** Doral, Florida 33178

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 957886 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:35 AM

**City/State/Zip:** San Francisco, California 94114

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957887 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:37 AM

**City/State/Zip:** Tacoma, Washington 98422

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957888 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:37 AM

**City/State/Zip:** Fort Benning, Georgia 31905

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957889 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:38 AM

**City/State/Zip:** Fitchburg, Massachusetts 01420

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957890 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:39 AM

**City/State/Zip:** Blue Springs, Missouri 64015

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957891 - Anthony's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:39 AM

**City/State/Zip:** Williamsport, Pennsylvania 17701

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957892 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:39 AM

**City/State/Zip:** Stockton, California 95207

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957893 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:41 AM

**City/State/Zip:** Brighton, Michigan 48116

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957895 - XXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:41 AM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957896 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:43 AM

**City/State/Zip:** New York, New York 10024

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957897 - Dax's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:43 AM

**City/State/Zip:** Pinole, California 94564

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 957898 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:44 AM

**City/State/Zip:** Union, New Jersey 07083

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957899 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:44 AM

**City/State/Zip:** Mustang, Oklahoma 73064

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957900 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:45 AM

**City/State/Zip:** Brooklyn, New York 11216

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957901 - XXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:46 AM

**City/State/Zip:** Houston, Texas 77029

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957902 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:46 AM

**City/State/Zip:** Tiffin, Ohio 44883

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957903 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:47 AM

**City/State/Zip:** Irwin, Pennsylvania 15642

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957904 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:48 AM

**City/State/Zip:** Manor, Texas 78653

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957905 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:48 AM

**City/State/Zip:** New York, New York 10023

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957906 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:48 AM

**City/State/Zip:** Fredericksburg, Texas 78624

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957907 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:49 AM

**City/State/Zip:** Carbondale, Illinois 62903

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957908 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:52 AM

**City/State/Zip:** Kissimmee, Florida 34741

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957909 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:52 AM

**City/State/Zip:** Saint Louis, Missouri 63146

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957910 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:53 AM

**City/State/Zip:** Anoka, Minnesota 55303

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957911 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:53 AM

**City/State/Zip:** Spokane, Washington 99224

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957912 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:54 AM

**City/State/Zip:** Weyers Cave, Virginia 24486

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Also the internet is a utility it is bs that comcast doesnt want to expand its network in my rural area.

(b) (6)

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**Ticket: # 957913 - Michael's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:55 AM

**City/State/Zip:** Wrightstown, New Jersey 08562

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957914 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:55 AM

**City/State/Zip:** Tucson, Arizona 85730

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957915 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:56 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957916 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:56 AM

**City/State/Zip:** Littleton, Colorado 80160

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957917 - XXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:57 AM

**City/State/Zip:** Clawson, Michigan 48017

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957918 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:59 AM

**City/State/Zip:** Hinsdale, Illinois 60521

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957919 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:10:59 AM

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

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957920 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:10:59 AM

**City/State/Zip:** Milton, Florida 32583

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957921 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:00 AM

**City/State/Zip:** Lehi, Utah 84043

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957922 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:01 AM

**City/State/Zip:** Ellensburg, Washington 98926

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957923 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:02 AM

**City/State/Zip:** Baytown, Texas 77521

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957924 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:03 AM

**City/State/Zip:** Dekalb, Illinois 60115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957925 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:04 AM

**City/State/Zip:** San Jose, California 95132

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957926 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:05 AM

**City/State/Zip:** Walterboro, South Carolina 29488

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957927 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:05 AM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957928 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:06 AM

**City/State/Zip:** Santa Barbara, California 93101

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957929 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:07 AM

**City/State/Zip:** Fayetteville, Georgia 30214

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957930 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:07 AM

**City/State/Zip:** Lewiston, Idaho 83501

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957931 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:07 AM

**City/State/Zip:** Cincinnati, Ohio 45209

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957932 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:08 AM

**City/State/Zip:** Sandy, Oregon 97055

**Company Complaining About:** Comcast

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## Description

The rules to protect Net Neutrality are being broken, and the FCC needs to respond to protect the public good. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The public does not benefit from Comcast interfering with video services by privileging its own content and punishing the rest. That hurts everyone, and it hurts competition from other online video services, including those offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

Comcast customers should be able to choose freely whether to subscribe to Comcast's traditional cable service or whether to watch video online instead— just as they should be able to choose which online video they want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast is looking out for their own profits rather than the common good, and is doing everything it can to get around the FCC's Net Neutrality rules. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957933 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:08 AM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957934 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:11 AM

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

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957935 - XXXXXXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:10 AM

**City/State/Zip:** Huntingdon Valley, Pennsylvania 19006

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 957936 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:11 AM

**City/State/Zip:** Flushing, New York 11358

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957937 - Anthony's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:12 AM

**City/State/Zip:** Williamsport, Pennsylvania 17701

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957938 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:12 AM

**City/State/Zip:** New Castle, Pennsylvania 16102

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957939 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:13 AM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957940 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:14 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957941 - XXXXX XX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:15 AM

**City/State/Zip:** Cincinnati, Ohio 45209

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957942 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:15 AM

**City/State/Zip:** Peachtree City, Georgia 30269

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957943 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:17 AM

**City/State/Zip:** Brooklyn, New York 11228

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957944 - Richard's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:17 AM

**City/State/Zip:** Schenectady, New York 12309

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957945 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:17 AM

**City/State/Zip:** Highlands Ranch, Colorado 80130

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957946 - XXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:18 AM

**City/State/Zip:** Bridgeport, Connecticut 06605

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

In addition, much of the gobble de gook technical jargon being used is beyond the ken of most people, including me. I've got a fairly high IQ, so I do recognize when someone is trying to steal from me.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957947 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:18 AM

**City/State/Zip:** New York, New York 10036

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957948 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:19 AM

**City/State/Zip:** Escondido, California 92025

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957949 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:19 AM

**City/State/Zip:** Huntsville, Alabama 35811

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957950 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:20 AM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957951 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:22 AM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957952 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:22 AM

**City/State/Zip:** Baltimore, Maryland 21206

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957953 - XXXXX XX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:23 AM

**City/State/Zip:** Cincinnati, Ohio 45209

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957954 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:23 AM

**City/State/Zip:** Beverly, Massachusetts 01915

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957955 - dory's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:24 AM

**City/State/Zip:** Creston, Ohio 44217

**Company Complaining About:** Verizon

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## Description

Frontier Communications has slowed down DSL speed so much that dial-up is faster! ALL ISPs are gouging customers....and charging outrageous rates...

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957956 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:24 AM

**City/State/Zip:** Woodridge, New York 12789

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957957 - Blaine's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:26 AM

**City/State/Zip:** Baton Rouge, Louisiana 70810

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957958 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:27 AM

**City/State/Zip:** Durham, North Carolina 27713

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Chris Faulkenberry

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[Ticket: # 957959 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:28 AM

**City/State/Zip:** Riverton, Utah 84065

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957960 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:29 AM

**City/State/Zip:** Lake Worth, Florida 33461

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957961 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:29 AM

**City/State/Zip:** Dallas, Texas 75228

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957962 - X X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:29 AM

**City/State/Zip:** Happy Valley, Oregon 97086

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 957963 - XXXXX XX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:31 AM

**City/State/Zip:** Cincinnati, Ohio 45209

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 957964 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:31 AM

**City/State/Zip:** Manassas, Virginia 20112

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957965 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:31 AM

**City/State/Zip:** Seekonk, Massachusetts 02771

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957966 - Blaine's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:32 AM

**City/State/Zip:** Baton Rouge, Louisiana 70810

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957967 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:32 AM

**City/State/Zip:** Highlands Ranch, Colorado 80126

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957968 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:33 AM

**City/State/Zip:** Superior, Colorado 80027

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957969 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:35 AM

**City/State/Zip:** Belmont, Massachusetts 02478

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957970 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:35 AM

**City/State/Zip:** Greensboro, North Carolina 27455

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957971 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:35 AM

**City/State/Zip:** Saint Petersburg, Florida 33713

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957972 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:36 AM

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

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957973 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:38 AM

**City/State/Zip:** Woodbridge, Virginia 22193

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957974 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:39 AM

**City/State/Zip:** Long Beach, California 90808

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957975 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:39 AM

**City/State/Zip:** Denver, Colorado 80231

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957976 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:40 AM

**City/State/Zip:** Ann Arbor, Michigan 48107

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 957977 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:40 AM

**City/State/Zip:** Hendersonville, North Carolina 28792

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957978 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:40 AM

**City/State/Zip:** San Jose, California 95117

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957979 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:41 AM

**City/State/Zip:** Altus, Oklahoma 73521

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957980 - XXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:42 AM

**City/State/Zip:** San Diego, California 92101

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957989 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:47 AM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957981 - Pierre's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:42 AM

**City/State/Zip:** Minneapolis, Minnesota 55416

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957984 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:45 AM

**City/State/Zip:** San Angelo, Texas 76901

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957985 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:45 AM

**City/State/Zip:** Merced, California 95341

**Company Complaining About:** Comcast

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## **Description**

Comcast continues raise prices and reduce service. Currently they are rolling out data caps to prevent users from getting the full video streaming they pay for without paying to have those caps removed. In addition they are playing games with zero rating revenue generating services. We've seen India already ban zero-rating. Why should a rich country like the US not ban this transparent gaming of the system too? It is pretty clear that we need real competition between ISPs which we do not get, and given the importance of the internet to modern life, perhaps more strict regulation of carriers as utilities until we get that competition to drive up service quality and lower prices. Monopoly and oligopoly pricing by Comcast is self evident to all but the most economically blind.

The FCC has proven spineless in regulating communication companies in the past. Now is the time to stand up and do the right thing.

Stop ISPs from using zero rating and harming the diversity of the internet.

For consumers. For the country.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957986 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:45 AM

**City/State/Zip:** Frankfort, Illinois 60423

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957987 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:46 AM

**City/State/Zip:** Addison, Illinois 60101

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957988 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:46 AM

**City/State/Zip:** Grand Ledge, Michigan 48837

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957990 - Reese's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:48 AM

**City/State/Zip:** Saint Louis, Missouri 63108

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957991 - Jeffrey's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:48 AM

**City/State/Zip:** Palmetto, Florida 34220

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957992 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:48 AM

**City/State/Zip:** Moorhead, Minnesota 56560

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 957993 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:50 AM

**City/State/Zip:** Hyattsville, Maryland 20781

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957994 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:50 AM

**City/State/Zip:** Lake Worth, Florida 33461

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 957995 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:51 AM

**City/State/Zip:** Houston, Texas 77057

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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[Ticket: # 957996 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:51 AM

**City/State/Zip:** Indianapolis, Indiana 46231

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies who fought so hard to destroy Net Neutrality are creating harmful new schemes posing a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows users find zero-rated content more attractive than content counting against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. This is not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites not paying the toll and unfairly raises the costs of the services paying to be in the AT&T zero-rated category (and who then must pass the cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. This would hurt our economy and our democracy. I request the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle who get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 957997 - Ian's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:52 AM

**City/State/Zip:** Glenwood Springs, Colorado 81601

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 957998 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:53 AM

**City/State/Zip:** Muncie, Indiana 47304

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 957999 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:53 AM

**City/State/Zip:** Evergreen, Colorado 80439

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate. Do not allow this back door attack on net neutrality.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958000 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:54 AM

**City/State/Zip:** Robertsdale, Alabama 36567

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958002 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:11:56 AM

**City/State/Zip:** San Antonio, Texas 78238

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958003 - XX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:56 AM

**City/State/Zip:** Whites Creek, Tennessee 37189

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958004 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:57 AM

**City/State/Zip:** San Diego, California 92101

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958005 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:57 AM

**City/State/Zip:** Sherwood, Arkansas 72120

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958006 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:58 AM

**City/State/Zip:** Baltimore, Maryland 21210

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958007 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:59 AM

**City/State/Zip:** Columbus, Ohio 43220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958008 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:11:59 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958009 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:00 AM

**City/State/Zip:** Rowland Heights, California 91748

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958010 - XXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:02 AM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958011 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:03 AM

**City/State/Zip:** San Antonio, Texas 78238

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958012 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:03 AM

**City/State/Zip:** Baltimore, Maryland 21206

**Company Complaining About:** Verizon

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## **Description**

I am a Verizon internet customer and I believe that the Net Neutrality rules that were passed last year are being broken. I already pay for online services and who are you to determine which ones I can and cannot see or increase the charges for these services. The internet should be open. Read on for a more eloquent version of this.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958013 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:03 AM

**City/State/Zip:** Muncie, Indiana 47304

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 958014 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:04 AM

**City/State/Zip:** Washington, District Of Columbia 20011

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 958015 - X XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:04 AM

**City/State/Zip:** San Francisco, California 94102

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 958016 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:05 AM

**City/State/Zip:** Missouri City, Texas 77459

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 958017 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:06 AM

**City/State/Zip:** Montclair, New Jersey 07042

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958018 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:07 AM

**City/State/Zip:** Grapevine, Texas 76051

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958019 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:08 AM

**City/State/Zip:** Columbia, South Carolina 29205

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958020 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:09 AM

**City/State/Zip:** Knoxville, Tennessee 37912

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958257 - XXXXX XXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:05:06 PM

**City/State/Zip:** Lakewood, California 90713

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958021 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:09 AM

**City/State/Zip:** Round Hill, Virginia 20141

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958022 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:12:10 AM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958023 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:11 AM

**City/State/Zip:** Danbury, Connecticut 06810

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958024 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:11 AM

**City/State/Zip:** Kirkland, Washington 98033

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958025 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:11 AM

**City/State/Zip:** Petaluma, California 94954

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958026 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:12 AM

**City/State/Zip:** Chicago, Illinois 60626

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958027 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:12 AM

**City/State/Zip:** San Jose, California 95123

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958028 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:12:14 AM

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

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958029 - Chris's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:14 AM

**City/State/Zip:** Bellevue, Washington 98004

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958030 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:15 AM

**City/State/Zip:** Pasadena, Maryland 21122

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958031 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:16 AM

**City/State/Zip:** Troy, Ohio 45373

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958032 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:17 AM

**City/State/Zip:** Newburyport, Massachusetts 01950

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958033 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:17 AM

**City/State/Zip:** Harrisburg, Pennsylvania 17110

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958035 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:18 AM

**City/State/Zip:** Redondo Beach, California 90278

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958036 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:19 AM

**City/State/Zip:** Mukilteo, Washington 98275

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958037 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:12:22 AM

**City/State/Zip:** Martinez, California 94553

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958038 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:23 AM

**City/State/Zip:** Salem, Virginia 24153

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959435 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:01 PM

**City/State/Zip:** Portland, Oregon 97222

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958039 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:23 AM

**City/State/Zip:** Brooklyn, New York 11226

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958041 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:25 AM

**City/State/Zip:** Glenside, Pennsylvania 19038

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958042 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:25 AM

**City/State/Zip:** Richmond, Virginia 23225

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958043 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:30 AM

**City/State/Zip:** Blaine, Washington 98230

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958044 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 11:12:30 AM

**City/State/Zip:** Nottingham, Maryland 21236

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958045 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:32 AM

**City/State/Zip:** Lincoln Park, Michigan 48146

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958046 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 11:12:38 AM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958275 - XXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:06:39 PM

**City/State/Zip:** Lemoore, California 93245

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958218 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:01:05 PM

**City/State/Zip:** Santa Fe, New Mexico 87505

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958235 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:03:20 PM

**City/State/Zip:** Kirkland, Washington 98033

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958236 - XXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:03:32 PM

**City/State/Zip:** Modesto, California 95350

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958233 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:02:33 PM

**City/State/Zip:** Winter Haven, Florida 33884

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958212 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:00:04 PM

**City/State/Zip:** Detroit, Michigan 48238

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958213 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:00:11 PM

**City/State/Zip:** Louisville, Kentucky 40220

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958214 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:00:12 PM

**City/State/Zip:** Kurtistown, Hawaii 96760

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958215 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:00:14 PM

**City/State/Zip:** Oakland, California 94602

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958237 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:03:39 PM

**City/State/Zip:** Allen, Texas 75002

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958220 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:01:26 PM

**City/State/Zip:** Wichita, Kansas 67210

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958221 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:01:30 PM

**City/State/Zip:** Napa, California 94558

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958222 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:01:34 PM

**City/State/Zip:** Oakland, California 94619

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958234 - Alex's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:02:37 PM

**City/State/Zip:** Reading, Pennsylvania 19606

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958226 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:01:47 PM

**City/State/Zip:** Liberty Hill, Texas 78642

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958227 - X XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:02:04 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958228 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:02:04 PM

**City/State/Zip:** Winter Haven, Florida 33884

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958229 - James Wilkins's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:02:08 PM

**City/State/Zip:** Vail, Colorado 81657

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958230 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:02:08 PM

**City/State/Zip:** Tampa, Florida 33624

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958231 - XXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:02:24 PM

**City/State/Zip:** Marshfield, Vermont 05658

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958232 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:02:24 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958238 - XXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:03:43 PM

**City/State/Zip:** Shoreline, Washington 98155

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958239 - Maralee's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:03:48 PM

**City/State/Zip:** Udall, Kansas 67146

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958240 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:03:58 PM

**City/State/Zip:** Lees Summit, Missouri 64081

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958241 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:04:08 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15235

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

I have been a professor in computer science at the University of Alabama at Birmingham. I received my degree just as the internet was coming to the fore as a useful research tool. The power of the internet to allow researchers to gain access to data, to allow my colleagues to develop new technologies and for almost everyone I know, allow them the enjoyment of watching streaming video or movies. Sidestepping Net Neutrality rules is not only a slap in the face to consumers, to researchers and all those who could potentially innovate using the web. It is the height of capitalist arrogance to ruin a perfectly good system for the benefit of lining a few pockets with more money.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958242 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:04:15 PM

**City/State/Zip:** Key West, Florida 33040

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now these very same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958243 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:04:17 PM

**City/State/Zip:** Alexandria, Louisiana 71303

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958245 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:04:24 PM

**City/State/Zip:** Marina Del Rey, California 90292

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Brian rutkin

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**Ticket: # 958246 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:04:30 PM

**City/State/Zip:** Midlothian, Virginia 23112

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958249 - XXXXXXXX XX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:04:48 PM

**City/State/Zip:** Stony Brook, New York 11790

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958250 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:04:51 PM

**City/State/Zip:** Allen, Texas 75002

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958251 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:04:54 PM

**City/State/Zip:** Cambridge, Massachusetts 02139

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Like too many Americans, I have only one choice for 25 Mbps Internet: Comcast. Now Comcast is trying to use zero rating to give me only one choice for streaming video: their content. Zero rating is particularly dangerous when my Internet provider also owns so much content: NBC-Universal.

(b) (6)

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**Ticket: # 958252 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:04:56 PM

**City/State/Zip:** Lodi, California 95242

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958255 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:05:04 PM

**City/State/Zip:** Santa Rosa, California 95404

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958258 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:05:08 PM

**City/State/Zip:** Muskegon, Michigan 49441

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958259 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:05:27 PM

**City/State/Zip:** Sacramento, California 95821

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Alaina Moore

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**Ticket: # 958261 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:05:45 PM

**City/State/Zip:** Asheville, North Carolina 28804

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958268 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:06:08 PM

**City/State/Zip:** Fort Lauderdale, Florida 33317

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958263 - XXXXXXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:05:46 PM

**City/State/Zip:** Vancouver, Washington 98661

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958265 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:05:56 PM

**City/State/Zip:** Bloomfield Hills, Michigan 48304

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958266 - Dale's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:06:02 PM

**City/State/Zip:** Fort Bragg, California 95437

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 958271 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:06:18 PM

**City/State/Zip:** Cottonwood, California 96022

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking your rules, and the FCC should put a stop to that. Furthermore, this decision should not be made behind closed doors. Political secrecy is unAmerican. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to subvert FCC rules: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That's anti-democratic and violates key American principles. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection. It hurts all of us.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices unfair means.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. Carriers should not be allowed to hijack the Internet. Carriers should not be allowed to adopt a parasitic business model by creating a problem for consumers and then profiting without any genuine added value. In short, no carrier should be allowed to make a profit by sabotaging the Internet.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Thank you!

(b) (6)

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[Ticket: # 958272 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:06:19 PM

**City/State/Zip:** Ballwin, Missouri 63021

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958273 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:06:22 PM

**City/State/Zip:** Sacramento, California 95821

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958274 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:06:36 PM

**City/State/Zip:** Cheney, Washington 99004

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958276 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:06:57 PM

**City/State/Zip:** Sunnyside, New York 11104

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958279 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:07:24 PM

**City/State/Zip:** Minneapolis, Minnesota 55401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958280 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:07:27 PM

**City/State/Zip:** Harbor City, California 90710

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958283 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:07:41 PM

**City/State/Zip:** Garland, Texas 75042

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958284 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:07:50 PM

**City/State/Zip:** Manchester, New Jersey 08759

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958285 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:07:54 PM

**City/State/Zip:** Las Vegas, Nevada 89122

**Company Complaining About:** T Mobile

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## **Description**

A truly neutral internet is one I can access any site at any time for any amount of time with out worrying about wether or not I will be capped or charged more. Anything different is a bogus money grab by the ISP. It is one thing for wireless companies to have general data caps but another thing completely for them to pick and choose what is and isn't capped. It is also bullshit that wired companies can put any restrictions on my access to the internet simply becuase they know I have no choice in competition. I fully understand the cost to support IT infastruture as I am in the field and for the amount I pay and others there is no fiscal reason these companies can not continue to provide the unlimited access to the whole internet.

Below is a statement I did not write but stand behind 100%.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958287 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:08:04 PM

**City/State/Zip:** Detroit, Michigan 48209

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958290 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:08:23 PM

**City/State/Zip:** Key West, Florida 33040

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958292 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:08:32 PM

**City/State/Zip:** San Francisco, California 94124

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958296 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:09:07 PM

**City/State/Zip:** Lamar, Missouri 64759

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958306 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:09:55 PM

**City/State/Zip:** Minneapolis, Minnesota 55435

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958299 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:09:16 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958301 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:09:19 PM

**City/State/Zip:** Lamar, Missouri 64759

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958302 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:09:24 PM

**City/State/Zip:** Brigantine, New Jersey 08203

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958303 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:09:44 PM

**City/State/Zip:** Woodland Hills, California 91364

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958304 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:09:48 PM

**City/State/Zip:** Stamford, Connecticut 06902

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958307 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:09:56 PM

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

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958310 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:10:25 PM

**City/State/Zip:** Lebanon, New Hampshire 03766

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering a better price, better quality, or better selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead, just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958311 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:10:36 PM

**City/State/Zip:** Lima, Ohio 45801

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958312 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:10:39 PM

**City/State/Zip:** Richland, Washington 99354

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958313 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:10:49 PM

**City/State/Zip:** Dewitt, Michigan 48820

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958315 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:11:07 PM

**City/State/Zip:** Springfield, Massachusetts 01103

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958316 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:11:07 PM

**City/State/Zip:** Grass Valley, California 95949

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958319 - Al's complaint re: ISP Zero Rating****Date:** 5/6/2016 12:11:20 PM**City/State/Zip:** New York, New York 10025**Company Complaining About:** Verizon

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**Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958320 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:11:27 PM

**City/State/Zip:** Whitney Point, New York 13862

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Also, it is time to give your workers a fair contract. Thank you for your time and consideration.

(b) (6)

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**Ticket: # 958321 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:11:34 PM

**City/State/Zip:** Folsom, California 95630

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958322 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:11:40 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958345 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:14:03 PM

**City/State/Zip:** Sherman Oaks, California 91403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958324 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:11:54 PM

**City/State/Zip:** Dewitt, Michigan 48820

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958326 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:12:06 PM

**City/State/Zip:** New York, New York 10021

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958330 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:12:19 PM

**City/State/Zip:** Brooklyn, New York 11206

**Company Complaining About:** Verizon

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## **Description**

I'm writing to bring your attention to an issue that is very important to me, and to American society in general. We must keep the internet "neutral" for everyone in order to make it a level playing field for all.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958331 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:12:26 PM

**City/State/Zip:** Tucson, Arizona 85749

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958333 - Joseph's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:12:31 PM

**City/State/Zip:** Washington, District Of Columbia 20003

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958335 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:12:51 PM

**City/State/Zip:** Dearborn Heights, Michigan 48125

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958337 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:13:12 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958339 - XXXXXX XXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:13:17 PM

**City/State/Zip:** Advance, North Carolina 27006

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958342 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:13:52 PM

**City/State/Zip:** Woodland Hills, California 91364

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958344 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:13:58 PM

**City/State/Zip:** Bethlehem, Pennsylvania 18017

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a possible future subscriber I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958348 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:14:41 PM

**City/State/Zip:** Parkton, Maryland 21120

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958349 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:14:53 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958352 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:15:23 PM

**City/State/Zip:** West Bloomfield, Michigan 48323

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958353 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:15:35 PM

**City/State/Zip:** Huntsville, Alabama 35806

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958356 - Marcy's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:15:42 PM

**City/State/Zip:** Morgan Hill, California 95037

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958357 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:15:44 PM

**City/State/Zip:** West Bloomfield, Michigan 48323

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958358 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:15:47 PM

**City/State/Zip:** Freeport, Illinois 61032

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958359 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:15:52 PM

**City/State/Zip:** Glendale, California 91206

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958363 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:16:10 PM

**City/State/Zip:** Dublin, Ohio 43016

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958367 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:16:37 PM

**City/State/Zip:** Wilmington, North Carolina 28409

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958368 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:16:38 PM

**City/State/Zip:** Williamsburg, Virginia 23185

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958369 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:16:39 PM

**City/State/Zip:** North Myrtle Beach, South Carolina 29597

**Company Complaining About:** AT&T

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## Description

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958370 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:16:46 PM

**City/State/Zip:** Redondo Beach, California 90278

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958371 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:00 PM

**City/State/Zip:** New York, New York 10101

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958374 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:14 PM

**City/State/Zip:** Portland, Indiana 47371

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958376 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:22 PM

**City/State/Zip:** Portland, Oregon 97223

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958386 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:55 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958378 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:40 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958379 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:41 PM

**City/State/Zip:** Nevada City, California 95959

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958381 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:44 PM

**City/State/Zip:** Los Angeles, California 90064

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958382 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:44 PM

**City/State/Zip:** Panorama City, California 91402

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use, and create a price limit on access to information. This privileges those who can afford to pay for access while leaving low-income users in the dust.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958384 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:48 PM

**City/State/Zip:** Cambridge, Massachusetts 02139

**Company Complaining About:** Comcast

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## **Description**

I get my cable TV (only option in Cambridge MA) and Internet from Comcast and my cell phone service from Verizon. Both are unbearably bad providers. Comcast's "on Demand" selections are brain numbing and no comparison to Netflix which provides me with most of my viewing choices (except Red Sox of course). I strongly oppose any caps being placed on the broadband connection for which I pay so dearly (outrageously expensive - shame on this country!!)

Verizon picks and chooses where to do business, and is currently divesting itself on systems ... Net Neutrality is of extreme importance to the future health of our connectivity to the world and IF YOU - FCC - ALLOW IT TO BE WEAKENED -- SHAME ON YOU!!!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958385 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:53 PM

**City/State/Zip:** West Orange, New Jersey 07052

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 958388 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:17:55 PM

**City/State/Zip:** Detroit, Michigan 48209

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 958389 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:17:58 PM

**City/State/Zip:** Sioux City, Iowa 51106

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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[Ticket: # 958392 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:18:32 PM

**City/State/Zip:** Berkeley, California 94705

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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[Ticket: # 958402 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:19:42 PM

**City/State/Zip:** Urbana, Illinois 61801

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958394 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:18:53 PM

**City/State/Zip:** Mc Elhattan, Pennsylvania 17748

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958395 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:19:05 PM

**City/State/Zip:** West Linn, Oregon 97068

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958396 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:19:09 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958397 - XXXXXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:19:13 PM

**City/State/Zip:** Los Gatos, California 95032

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 958398 - XXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:19:15 PM

**City/State/Zip:** San Mateo, California 94402

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958399 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:19:18 PM

**City/State/Zip:** Louisville, Kentucky 40219

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958400 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:19:22 PM

**City/State/Zip:** East Patchogue, New York 11772

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958404 - Chantal's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:19:47 PM

**City/State/Zip:** Jersey City, New Jersey 07302

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958405 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:20:05 PM

**City/State/Zip:** Kingman, Arizona 86409

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958406 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:20:09 PM

**City/State/Zip:** Tucson, Arizona 85712

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958408 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:20:17 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958409 - XXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:20:19 PM

**City/State/Zip:** San Mateo, California 94402

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958411 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:20:28 PM

**City/State/Zip:** Pawtucket, Rhode Island 02860

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958412 - XXXXXX XXXXXX's XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:20:29 PM

**City/State/Zip:** Pawtucket, Rhode Island 02860

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958415 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:20:58 PM

**City/State/Zip:** San Diego, California 92113

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I've been a customer of t mobile under a family data plan for quite about five years now. So as a customer I am asking that you do not go through with this.

This plan to block certain websites from showing HD videos and cause them to pay fines in order to show said videos, would cause many of these companies to either close their website or to possibly go out of business altogether. Many of these websites are smaller mom and pop companies and start ups. Many websites I personally browse on a regular base would never exist if launched today, under these conditions.

I hope you as a company stop these underground back deals and return to being legal, honest, and trusted in your business ventures. I as an individual like and would like my privacy to be kept private. I demand that my privacy be protected.

A T-Mobile customer,

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[Ticket: # 958417 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:21:10 PM

**City/State/Zip:** Eugene, Oregon 97440

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958419 - robert's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:21:19 PM

**City/State/Zip:** Fresno, California 93710

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958420 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:21:31 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958421 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:21:40 PM

**City/State/Zip:** Brooklyn, New York 11237

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958422 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:21:47 PM

**City/State/Zip:** Des Plaines, Illinois 60018

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958423 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:21:48 PM

**City/State/Zip:** Eugene, Oregon 97440

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958424 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:21:54 PM

**City/State/Zip:** Fresno, California 93710

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958425 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:22:14 PM

**City/State/Zip:** Eugene, Oregon 97440

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958426 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:22:19 PM

**City/State/Zip:** Paris, Illinois 61944

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958427 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:22:26 PM

**City/State/Zip:** Briarcliff Manor, New York 10510

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958429 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:23:04 PM

**City/State/Zip:** Wichita, Kansas 67203

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958430 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:23:06 PM

**City/State/Zip:** Hartwell, Georgia 30643

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958431 - X XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:23:08 PM

**City/State/Zip:** Chico, California 95926

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958432 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:23:18 PM

**City/State/Zip:** West Jordan, Utah 84088

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 958433 - XXXX XX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:23:27 PM

**City/State/Zip:** Bellingham, Washington 98229

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958434 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:23:34 PM

**City/State/Zip:** Lowell, Massachusetts 01852

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958435 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:23:45 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** AT&T

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## **Description**

I am a Verizon customer who began with Alltel and until last month I was grandfathered with Unlimited Data, but because I had not been using enough data per month I was dropped to 2 GigaByte per month AND charged an extra \$60.00 because I had used 5 Gigabyte thus exceeding the just applied 2 GB limit. Verizon has threatened me with filing against my Credit Rating if I continue to refuse to pay their extortion. I want CEO of Verizon in a Jail Cell.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958436 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:23:53 PM

**City/State/Zip:** Willow Grove, Pennsylvania 19090

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958438 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:24:01 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958440 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:24:30 PM

**City/State/Zip:** El Dorado Hills, California 95762

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958441 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:24:36 PM

**City/State/Zip:** Los Angeles, California 90032

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958443 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:24:41 PM

**City/State/Zip:** Coral Springs, Florida 33065

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958444 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:25:04 PM

**City/State/Zip:** North Billerica, Massachusetts 01862

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958446 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:25:08 PM

**City/State/Zip:** Colorado Springs, Colorado 80919

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958448 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:25:13 PM

**City/State/Zip:** Kapaau, Hawaii 96755

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958459 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:25:44 PM

**City/State/Zip:** Anderson, California 96007

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958460 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:25:45 PM

**City/State/Zip:** Rochester, New York 14623

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958464 - Howard's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:26:03 PM

**City/State/Zip:** Barnegat, New Jersey 08005

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958465 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:26:04 PM

**City/State/Zip:** Sequim, Washington 98382

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958468 - XXXXXXXX XXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:26:20 PM

**City/State/Zip:** Huntsville, Alabama 35805

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958469 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:26:26 PM

**City/State/Zip:** Somerset, Kentucky 42501

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958472 - XXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:26:44 PM

**City/State/Zip:** New York, New York 10023

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958473 - Jeffrey's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:26:50 PM

**City/State/Zip:** Palmetto, Florida 34221

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958475 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:27:06 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958476 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:27:16 PM

**City/State/Zip:** Houston, Texas 77090

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958478 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:27:20 PM

**City/State/Zip:** Saint Peters, Missouri 63376

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958481 - XXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:27:31 PM

**City/State/Zip:** Buffalo, New York 14222

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958485 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:27:44 PM

**City/State/Zip:** Tampa, Florida 33615

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958488 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:28:11 PM

**City/State/Zip:** Hockley, Texas 77447

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958489 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:28:16 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958490 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:28:19 PM

**City/State/Zip:** Houston, Texas 77090

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958491 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:28:24 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958492 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:28:27 PM

**City/State/Zip:** Pearl, Mississippi 39208

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958493 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:28:35 PM

**City/State/Zip:** Newtown, Connecticut 06470

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958494 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:28:47 PM

**City/State/Zip:** Tucson, Arizona 85713

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958495 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:28:48 PM

**City/State/Zip:** Seattle, Washington 98121

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958505 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:29:23 PM

**City/State/Zip:** Ephrata, Washington 98823

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958498 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:29:08 PM

**City/State/Zip:** Ventura, California 93003

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958500 - XX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:29:16 PM

**City/State/Zip:** Austin, Texas 78741

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958502 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:29:18 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958504 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:29:18 PM

**City/State/Zip:** Garden City, New York 11530

**Company Complaining About:** Verizon

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## **Description**

I'm going to start off with, the United states is the country that invented the internet, and I should not take into consideration what internet providers are offered when buying a house/apartment. It's just absurd that entire cities are controlled by two ISP's.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958506 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:29:28 PM

**City/State/Zip:** Cortland, Illinois 60112

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958507 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:29:31 PM

**City/State/Zip:** Hot Springs Village, Arkansas 71909

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958508 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:29:33 PM

**City/State/Zip:** Wilmington, Delaware 19808

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958509 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:29:36 PM

**City/State/Zip:** Shoreline, Washington 98155

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958511 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:30:06 PM

**City/State/Zip:** Santa Barbara, California 93108

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958522 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:31:29 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958512 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:30:14 PM

**City/State/Zip:** Solon, Ohio 44139

**Company Complaining About:** Comcast

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## **Description**

Net neutrality is essential to the the free market and freedom of speech. Last year, the FCC wisely protected our freedoms and net neutrality.

Now, Comcast is breaking these rules, and the FCC must stop them. Furthermore, this decision must be made in an open, public process to decide where and how to enforce these rules.

Comcast is now penalizing some services and promoting their own through needless data caps. As a customer, they are restricting my choices and unfairly hurting other businesses.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Let them defend their monopolizing practices to the public, instead of trying to manipulate things behind closed doors.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958513 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:30:37 PM

**City/State/Zip:** Eugene, Oregon 97404

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958516 - Ben's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:30:58 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958517 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:31:03 PM

**City/State/Zip:** Collierville, Tennessee 38017

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958518 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:31:12 PM

**City/State/Zip:** Winter Garden, Florida 34787

**Company Complaining About:** Comcast

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## **Description**

If we are a society that favors only the rich, we are no society at all.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958519 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:31:15 PM

**City/State/Zip:** New York, New York 10009

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958520 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:31:16 PM

**City/State/Zip:** New York, New York 10034

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958521 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:31:18 PM

**City/State/Zip:** Tampa, Florida 33634

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958523 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:31:38 PM

**City/State/Zip:** Webster, Florida 33597

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958524 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:31:47 PM

**City/State/Zip:** Lancaster, Pennsylvania 17603

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958525 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:32:00 PM

**City/State/Zip:** Austin, Texas 78750

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958527 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:32:18 PM

**City/State/Zip:** Homer, Alaska 99603

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958532 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:32:34 PM

**City/State/Zip:** San Mateo, California 94403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958533 - Rebecca's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:32:44 PM

**City/State/Zip:** Gainesville, Texas 76240

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958534 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:32:47 PM

**City/State/Zip:** Quincy, Massachusetts 02169

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958535 - XXXX XXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:32:54 PM

**City/State/Zip:** Ligonier, Pennsylvania 15658

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958538 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:33:07 PM

**City/State/Zip:** Pittsboro, North Carolina 27312

**Company Complaining About:** Verizon

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## **Description**

I am a Verizon data and phone customer. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958540 - Adam's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:33:47 PM

**City/State/Zip:** Cerritos, California 90703

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958542 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:34:09 PM

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

**Company Complaining About:** Comcast

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## **Description**

The internet is the best thing about my life. From it springs the self-expression of individuals and small groups with passion and vision, as well as my hope for a better future and the bulk of my education. ISPs are threatening this ecology. Please protect the culture of humanity. Please protect individuals over corporations. The marketplace of ideas is a sacred place. This is our forum, and it gives us wisdom, connection, and a place to have uncomfortable conversations. Please protect it both by putting a stop to Comcast's twisted data plans, and by making this and future decisions about the internet a public process.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958544 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:34:12 PM

**City/State/Zip:** Ridgewood, New York 11385

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958545 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:34:17 PM

**City/State/Zip:** Sparks, Nevada 89436

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958556 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:35:25 PM

**City/State/Zip:** Arlington, Virginia 22203

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958550 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:34:39 PM

**City/State/Zip:** Greenville, South Carolina 29609

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958551 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:34:47 PM

**City/State/Zip:** Playa Del Rey, California 90293

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 958552 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:34:57 PM

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

**Company Complaining About:** Verizon

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## Description

The internet is the best thing about my life. From it springs the self-expression of individuals and small groups with passion and vision, as well as my hope for a better future and the bulk of my education. ISPs are threatening this ecology. Please protect the culture of humanity. Please protect individuals over corporations. The marketplace of ideas is a sacred place. This is our forum, and it gives us wisdom, connection, and a place to have uncomfortable conversations. Please protect it both by putting a stop to Verizon's twisted data plans, and by making this and future decisions about the internet a public process.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958553 - XXX XXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:34:57 PM

**City/State/Zip:** Monongahela, Pennsylvania 15063

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958554 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:35:02 PM

**City/State/Zip:** Costa Mesa, California 92627

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958555 - Aaron's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:35:11 PM

**City/State/Zip:** Sioux Falls, South Dakota 57105

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958559 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:06 PM

**City/State/Zip:** Little Elm, Texas 75068

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958560 - XXXXXXXX XX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:10 PM

**City/State/Zip:** Anaheim, California 92805

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958561 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:13 PM

**City/State/Zip:** Yorba Linda, California 92887

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958562 - XXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:36:13 PM

**City/State/Zip:** Wolcott, Vermont 05680

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958563 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:15 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958564 - XXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:22 PM

**City/State/Zip:** New York, New York 10024

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958565 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:23 PM

**City/State/Zip:** Portland, Oregon 97219

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958566 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:32 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958567 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:42 PM

**City/State/Zip:** San Diego, California 92115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958568 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:36:42 PM

**City/State/Zip:** Nashville, Tennessee 37214

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958569 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:37:10 PM

**City/State/Zip:** Petersburg, Indiana 47567

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958570 - XXXXXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:37:25 PM

**City/State/Zip:** Rockford, Illinois 61107

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958571 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:37:32 PM

**City/State/Zip:** Los Angeles, California 90044

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958573 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:37:47 PM

**City/State/Zip:** Tacoma, Washington 98407

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958574 - XX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:37:55 PM

**City/State/Zip:** Ventura, California 93003

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958575 - XXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:38:12 PM

**City/State/Zip:** Auburn, California 95604

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958576 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:38:21 PM

**City/State/Zip:** Eureka, California 95501

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958577 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:38:40 PM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 958579 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:38:51 PM

**City/State/Zip:** Austin, Texas 78748

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 958580 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:38:52 PM

**City/State/Zip:** Hazleton, Pennsylvania 18201

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

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**Ticket: # 958581 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:38:56 PM

**City/State/Zip:** Maple Grove, Minnesota 55369

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958582 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:38:59 PM

**City/State/Zip:** Elverta, California 95626

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958583 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:39:09 PM

**City/State/Zip:** Cedar Hill, Missouri 63016

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 958584 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:39:16 PM

**City/State/Zip:** Cypress, California 90630

**Company Complaining About:** Comcast

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## **Description**

I'm tired of communication companies trying to make an end run around consumers and trying to game the system to squeeze more profit out of the same tired lemon. How many of these companies got concessions from government and tax payers for things like fiber optics that were never really delivered on? How many other promises have we gotten that never materialize? Why is the US ranked about 20th by Akamai for average connection speed? The answer again, is because they are trying to get us to pay more for less as they cut the pie into smaller and smaller slices and then try to sell a 'regular' sized slice as a premium product. It's about packaging and not substance. Time to kick their butts decisively! They need to restructure their business models before some future collapse forces tax payer bailouts and restructuring as happened with the auto industry, with the internet bubble of 2000 etc. We don't really have to repeat the same mistakes every time to learn our lessons do we?

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958585 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:39:19 PM

**City/State/Zip:** Palm Springs, California 92262

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 958586 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:39:31 PM

**City/State/Zip:** Beaufort, South Carolina 29902

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958588 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:40:30 PM

**City/State/Zip:** Memphis, Tennessee 38104

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958589 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:41:17 PM

**City/State/Zip:** Sparta, Tennessee 38583

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958590 - XXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:41:21 PM

**City/State/Zip:** Mesa, Arizona 85202

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958591 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:41:27 PM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958592 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:41:34 PM

**City/State/Zip:** Tewksbury, Massachusetts 01876

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958605 - XXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:43:17 PM

**City/State/Zip:** Mesa, Arizona 85202

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958594 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:41:54 PM

**City/State/Zip:** Independence, Missouri 64056

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958597 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:42:09 PM

**City/State/Zip:** Lompoc, California 93436

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958598 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:42:25 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 958599 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:42:45 PM

**City/State/Zip:** Castaic, California 91384

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958600 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:42:52 PM

**City/State/Zip:** Pittsburg, Kansas 66762

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

While I am not a current Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958602 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:42:56 PM

**City/State/Zip:** Chandler, Arizona 85286

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I spent 5 years serving this country in the Marines. I hate coming home and seeing the freedom that my brothers and sisters fought and died for tarnished and abused. Do not make their sacrifice in vain.

(b) (6)

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**Ticket: # 958603 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:43:08 PM

**City/State/Zip:** Napa, California 94558

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958606 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:43:23 PM

**City/State/Zip:** Sewanee, Tennessee 37375

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958607 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:43:26 PM

**City/State/Zip:** West Berlin, New Jersey 08091

**Company Complaining About:** Verizon

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## **Description**

Americans need you to continue looking out for our interests and disregard the big telecoms wish to extort more and more of our hard earned dollars.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958629 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:45:55 PM

**City/State/Zip:** Spokane, Washington 99207

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958610 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:43:58 PM

**City/State/Zip:** Makawao, Hawaii 96768

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958611 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:44:03 PM

**City/State/Zip:** O Fallon, Illinois 62269

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958614 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:44:19 PM

**City/State/Zip:** Pittsburg, Kansas 66762

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

While I am not a current AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958616 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:44:40 PM

**City/State/Zip:** O Fallon, Illinois 62269

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958620 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:45:18 PM

**City/State/Zip:** East Hartford, Connecticut 06118

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958622 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:45:21 PM

**City/State/Zip:** Minneapolis, Minnesota 55406

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Aaron Tovo

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**Ticket: # 958624 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:45:27 PM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958625 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:45:31 PM

**City/State/Zip:** San Antonio, Texas 78245

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958627 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:45:44 PM

**City/State/Zip:** Los Angeles, California 90036

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958631 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:46:11 PM

**City/State/Zip:** Spokane, Washington 99207

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958632 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:46:14 PM

**City/State/Zip:** Irvine, California 92604

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958633 - XXXXX XXXXXX's XXXXX XXXXXX's XXXXX XXXXXX's XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:46:17 PM

**City/State/Zip:** Sonora, California 95370

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958635 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:46:18 PM

**City/State/Zip:** Key West, Florida 33040

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958636 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:46:33 PM

**City/State/Zip:** Hopatcong, New Jersey 07843

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958638 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:46:36 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958639 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:46:40 PM

**City/State/Zip:** Valdese, North Carolina 28690

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958641 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:46:50 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958643 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:47:22 PM

**City/State/Zip:** Marlow, New Hampshire 03456

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958644 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:47:30 PM

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

**Company Complaining About:** Verizon

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## **Description**

Our internet is almost a monopoly as it is. 1st, break up the big com companies, 2nd don't allow them to throttle our services and scam us like big corporations are so eager to do.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958645 - Mike's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:47:45 PM

**City/State/Zip:** Horseheads, New York 14845

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958646 - Lenora's complaint re: ISP Zero Rating****Date:** 5/6/2016 12:47:46 PM**City/State/Zip:** Oceanside, Oregon 97134**Company Complaining About:** Verizon

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**Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958649 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:48:19 PM

**City/State/Zip:** Rancho Santa Margarita, California 92688

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958652 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:48:44 PM

**City/State/Zip:** Redondo Beach, California 90277

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958661 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:33 PM

**City/State/Zip:** North Canton, Ohio 44720

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 958653 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:49:24 PM

**City/State/Zip:** Bend, Oregon 97703

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958654 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:49:28 PM

**City/State/Zip:** Pleasant Hill, California 94523

**Company Complaining About:** AT&T

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## **Description**

Please ensure that ATT complies with the Net Neutrality regulations, and close loopholes. Keep the process transparent.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958655 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:49:35 PM

**City/State/Zip:** Vallejo, California 94591

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 958656 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:49:56 PM

**City/State/Zip:** Cumming, Georgia 30028

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958657 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:01 PM

**City/State/Zip:** Los Angeles, California 90018

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958658 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:15 PM

**City/State/Zip:** Cambridge, Massachusetts 02139

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958659 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:16 PM

**City/State/Zip:** Potomac, Maryland 20854

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958660 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:25 PM

**City/State/Zip:** Valley Village, California 91617

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958722 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:56:13 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958670 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:51:43 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958673 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:51:53 PM

**City/State/Zip:** Covington, Georgia 30014

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

Prices charged customers are way too high and need to be reduced.

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958664 - XX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:50:59 PM

**City/State/Zip:** Lockport, New York 14094

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958665 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:50:59 PM

**City/State/Zip:** Chico, California 95973

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958666 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:51:01 PM

**City/State/Zip:** Poughkeepsie, New York 12601

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958667 - Carole's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:51:22 PM

**City/State/Zip:** Truth Or Consequences, New Mexico 87901

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958668 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:51:24 PM

**City/State/Zip:** Chico, California 95973

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958669 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:51:39 PM

**City/State/Zip:** Coeur D Alene, Idaho 83814

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958674 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:51:55 PM

**City/State/Zip:** Shelocta, Pennsylvania 15774

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958676 - Ireannia Gregory's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:52:03 PM

**City/State/Zip:** Fort Wayne, Indiana 46835

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958677 - XXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:52:09 PM

**City/State/Zip:** Bloomington, Indiana 47401

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958682 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:52:23 PM

**City/State/Zip:** Lexington, Massachusetts 02420

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958688 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:52:51 PM

**City/State/Zip:** Los Angeles, California 90018

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958695 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:53:32 PM

**City/State/Zip:** New York, New York 10024

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958696 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:53:38 PM

**City/State/Zip:** Portland, Oregon 97239

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958697 - Dolores's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:53:40 PM

**City/State/Zip:** Pasadena, Texas 77502

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958699 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:53:43 PM

**City/State/Zip:** Pleasant Hill, California 94523

**Company Complaining About:** Comcast

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## **Description**

Keep the Net neutral and the regulatory process open and transparent. Please close the loopholes that Comcast is using to get around the regulation.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958701 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:54:10 PM

**City/State/Zip:** Burbank, California 91505

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958702 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:54:14 PM

**City/State/Zip:** Raymond, Mississippi 39154

**Company Complaining About:** AT&T

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## **Description**

The boilerplate below is something I agree firmly with. I was proud of the FCC's protection of an open internet. However, I would prefer if the FCC went even further to allow more competition for ISPs. We pay more for slower speeds in this country than many people throughout the rest of the world. That is not a recipe for our country remaining a leading developer of applications and products. The various ways companies are trying to subvert the open internet are a serious national problem.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958706 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:54:26 PM

**City/State/Zip:** Claremont, California 91711

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958707 - Christine 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:54:30 PM

**City/State/Zip:** Fairfax, Virginia 22032

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 958711 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:54:42 PM

**City/State/Zip:** Las Vegas, Nevada 89141

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958712 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:54:49 PM

**City/State/Zip:** New York, New York 10024

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958713 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:54:53 PM

**City/State/Zip:** Long Beach, California 90814

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958714 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:55:00 PM

**City/State/Zip:** Las Vegas, Nevada 89117

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T, Comcast, Verizon & T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T, Comcast, Verizon & T-Mobile created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T, Comcast, Verizon & T-Mobile's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T, Comcast, Verizon & T-Mobile to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T, Comcast, Verizon & T-Mobile to be zero-rated (who then must pass that cost onto me).

As an AT&T, Comcast, Verizon & T-Mobile customer, I don't want AT&T, Comcast, Verizon & T-Mobile to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T, Comcast, Verizon & T-Mobile for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T, Comcast, Verizon & T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T, Comcast, Verizon & T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958716 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:55:36 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958718 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:55:56 PM

**City/State/Zip:** Manassas, Virginia 20110

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958721 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:56:13 PM

**City/State/Zip:** Jeffersonville, Indiana 47130

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958724 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:56:40 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958725 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:56:41 PM

**City/State/Zip:** Oakland, California 94601

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958733 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:57:45 PM

**City/State/Zip:** Los Angeles, California 90002

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958728 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:56:55 PM

**City/State/Zip:** Milford, Ohio 45150

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958729 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:57:00 PM

**City/State/Zip:** Palo Alto, California 94306

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958730 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:57:08 PM

**City/State/Zip:** Downers Grove, Illinois 60515

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958731 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:57:12 PM

**City/State/Zip:** Albuquerque, New Mexico 87111

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958732 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:57:22 PM

**City/State/Zip:** Minneapolis, Minnesota 55401

**Company Complaining About:** T Mobile

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## **Description**

Last year, the FCC passed strong Net Neutrality rules. Now I understand that major ISPs are attacking Open Internet/Net Neutrality through sneaky schemes - by imposing data caps and charging extra fees if we want to go beyond those limits. This while exempting certain sites from the data cap. In this instance, the ISP limits my choices. I am requesting that the FCC once again stand strongly on the side of the consumers in favor of Net Neutrality and prevent such odious practices.

Thanks

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586550 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:57:22 PM

**City/State/Zip:** San Francisco, California 94108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 958734 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:57:47 PM

**City/State/Zip:** Roxbury, Massachusetts 02119

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958735 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:58:05 PM

**City/State/Zip:** Knoxville, Tennessee 37923

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958736 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:58:10 PM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958737 - Ryan's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 12:58:11 PM

**City/State/Zip:** Burbank, California 91502

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958749 - XXXXXX XXXXXXXXXXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:59:51 PM

**City/State/Zip:** Detroit, Michigan 48223

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958739 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:58:20 PM

**City/State/Zip:** Coronado, California 92118

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958740 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:58:33 PM

**City/State/Zip:** Coronado, California 92118

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958742 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:58:39 PM

**City/State/Zip:** Ipswich, Massachusetts 01938

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958743 - XXXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:58:46 PM

**City/State/Zip:** Fort Wayne, Indiana 46804

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958744 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 12:58:46 PM

**City/State/Zip:** Oceanside, California 92056

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958751 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:00:11 PM

**City/State/Zip:** Sacramento, California 95825

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 958752 - Adrian's complaint re: ISP Zero Rating****Date:** 5/6/2016 1:00:17 PM**City/State/Zip:** Dekalb, Illinois 60115**Company Complaining About:** Verizon

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**Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958753 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:00:23 PM

**City/State/Zip:** Glendora, California 91740

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 958754 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:00:47 PM

**City/State/Zip:** Madison Heights, Michigan 48071

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958755 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:01:03 PM

**City/State/Zip:** Downers Grove, Illinois 60515

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958756 - XX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:01:10 PM

**City/State/Zip:** Martinez, California 94553

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958758 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:01:44 PM

**City/State/Zip:** Santa Barbara, California 93110

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958759 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:01:54 PM

**City/State/Zip:** Bainbridge Island, Washington 98110

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958760 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:02:17 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958761 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:02:18 PM

**City/State/Zip:** Apple Valley, California 92308

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958762 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:02:31 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958763 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:02:35 PM

**City/State/Zip:** Austin, Texas 78723

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958764 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:03:06 PM

**City/State/Zip:** Green Bay, Wisconsin 54304

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958765 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:03:07 PM

**City/State/Zip:** Saint Petersburg, Florida 33703

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958766 - John's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:03:08 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 958767 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:03:11 PM

**City/State/Zip:** Ormond Beach, Florida 32176

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958769 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:03:47 PM

**City/State/Zip:** Kula, Hawaii 96790

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958770 - Stephanie's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:03:49 PM

**City/State/Zip:** Suwanee, Georgia 30024

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958785 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:06:56 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958772 - Gloria's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:04:12 PM

**City/State/Zip:** Dearborn Heights, Michigan 48125

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958773 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:04:22 PM

**City/State/Zip:** La Crescenta, California 91214

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958774 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:04:38 PM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958779 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:05:49 PM

**City/State/Zip:** West Hollywood, California 90069

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958780 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:06:07 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958786 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:06:58 PM

**City/State/Zip:** Oakland, Oregon 97462

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958787 - Brett's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:07:00 PM

**City/State/Zip:** Garden Grove, California 92840

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 958788 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:07:05 PM

**City/State/Zip:** San Rafael, California 94903

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958790 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:07:12 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958792 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:07:20 PM

**City/State/Zip:** Houston, Texas 77274

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958793 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:07:25 PM

**City/State/Zip:** Cleveland, Ohio 44125

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958794 - XXXXX XXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:07:44 PM

**City/State/Zip:** San Jose, California 95126

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958795 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:07:48 PM

**City/State/Zip:** Saint Charles, Missouri 63301

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

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**Ticket: # 958798 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:08:07 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958813 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:09:37 PM

**City/State/Zip:** Saint Augustine, Florida 32086

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958807 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:08:53 PM

**City/State/Zip:** Derby, Connecticut 06418

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958808 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:08:57 PM

**City/State/Zip:** Eight Mile, Alabama 36613

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958810 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:09:16 PM

**City/State/Zip:** Austin, Texas 78725

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958812 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:09:26 PM

**City/State/Zip:** San Francisco, California 94105

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958818 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:10:35 PM

**City/State/Zip:** San Francisco, California 94105

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958822 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:10:57 PM

**City/State/Zip:** Santa Maria, California 93455

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958823 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:11:10 PM

**City/State/Zip:** Chicago, Illinois 60616

**Company Complaining About:** Comcast

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## **Description**

Comcast is ignoring our new net neutrality laws, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

Comcast will hurt other businesses and my internet experienc3 by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958824 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:11:13 PM

**City/State/Zip:** Houston, Texas 77274

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958825 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:11:28 PM

**City/State/Zip:** Quincy, Florida 32351

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958826 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:11:32 PM

**City/State/Zip:** Portland, Oregon 97232

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958829 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:11:56 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958830 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:12:16 PM

**City/State/Zip:** Basom, New York 14013

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958832 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:12:23 PM

**City/State/Zip:** Fairfield, Iowa 52556

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958834 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:12:33 PM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958835 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:12:39 PM

**City/State/Zip:** Hopkins, Minnesota 55343

**Company Complaining About:** Comcast

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## **Description**

I am concerned that my Internet Service provider is going to implement policies or procedures directly or indirectly limit my internet service (unreasonable data-cap limits for streaming while exempting streaming from their own services) and/or charge me more for it in order to get me to subscribe to their Cable Television package that I do not need nor do I want.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices. Comcast's intent of course is to limit competition of streaming providers that now provide television programming online. One example of these providers is Sony Playstation Vue. I get the same or more channels from the PS Vue at approx 1/2 the cost of Comcast, and that is for the programming cost alone and does not include the ridiculous HD and equipment up-charges Comcast adds to your account.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958837 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:12:53 PM

**City/State/Zip:** Gulfport, Florida 33707

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958838 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:12:56 PM

**City/State/Zip:** Carpinteria, California 93013

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958840 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:13:12 PM

**City/State/Zip:** Rahway, New Jersey 07065

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958842 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:13:18 PM

**City/State/Zip:** Deer Park, Texas 77536

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958845 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:13:26 PM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958848 - XXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:13:47 PM

**City/State/Zip:** Stephentown, New York 12168

**Company Complaining About:** T Mobile

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## **Description**

I am a Comcast stockholder and am ashamed at their efforts to skirt the intended goals of Net Neutrality. Yes, I'm including the suggested for letter because it explains better than I can, but be assured that my support for an unfettered Internet under public control and scrutiny far exceeds any desire for profit.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958851 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:14:14 PM

**City/State/Zip:** Elk Grove, California 95758

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 958852 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:14:21 PM

**City/State/Zip:** Seatac, Washington 98188

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958853 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:14:21 PM

**City/State/Zip:** Ogden, Utah 84405

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958858 - Adam's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:14:57 PM

**City/State/Zip:** Peoria, Illinois 61603

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958859 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:15:08 PM

**City/State/Zip:** Cupertino, California 95014

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958862 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:15:49 PM

**City/State/Zip:** Palm Springs, California 92262

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958867 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:16:25 PM

**City/State/Zip:** Austin, Texas 78704

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958869 - XXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:16:30 PM

**City/State/Zip:** Land O Lakes, Florida 34639

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586552 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:57:44 PM

**City/State/Zip:** Claremont, California 91711

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 958870 - XXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:16:49 PM

**City/State/Zip:** Fairfield, California 94533

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958871 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:16:52 PM

**City/State/Zip:** Seattle, Washington 98125

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958873 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:17:31 PM

**City/State/Zip:** Norwalk, Connecticut 06855

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958874 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:17:37 PM

**City/State/Zip:** Aurora, Illinois 60504

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958876 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:18:15 PM

**City/State/Zip:** North Port, Florida 34287

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958877 - Jason's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:18:25 PM

**City/State/Zip:** Raleigh, North Carolina 27607

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958878 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:18:26 PM

**City/State/Zip:** Granite Falls, Washington 98252

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958879 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:18:55 PM

**City/State/Zip:** Appling, Georgia 30802

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958881 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:19:02 PM

**City/State/Zip:** Redwood City, California 94061

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958883 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:19:16 PM

**City/State/Zip:** Toledo, Ohio 43623

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958885 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:19:35 PM

**City/State/Zip:** Baltimore, Maryland 21218

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958887 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:19:49 PM

**City/State/Zip:** Redwood City, California 94061

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958888 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:19:51 PM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958889 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:19:52 PM

**City/State/Zip:** Mukilteo, Washington 98275

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958890 - XXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:19:56 PM

**City/State/Zip:** East Providence, Rhode Island 02914

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958891 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:20:06 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958892 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:20:10 PM

**City/State/Zip:** Baltimore, Maryland 21218

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 958893 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:20:19 PM

**City/State/Zip:** Los Angeles, California 90025

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958894 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:20:29 PM

**City/State/Zip:** North Port, Florida 34287

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958896 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:20:39 PM

**City/State/Zip:** Dickson, Tennessee 37055

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958897 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:20:57 PM

**City/State/Zip:** Grants Pass, Oregon 97526

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958898 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:21:00 PM

**City/State/Zip:** Central Falls, Rhode Island 02863

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958901 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:21:23 PM

**City/State/Zip:** Oak Lawn, Illinois 60453

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I just received mail saying my internet would go up \$100!! This is outrageous. When I signed up last year it was only \$30.

(b) (6)

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[Ticket: # 958902 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:21:31 PM

**City/State/Zip:** Kirkville, New York 13082

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958903 - Justin's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:21:38 PM

**City/State/Zip:** West Hills, California 91307

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958912 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:23:01 PM

**City/State/Zip:** Columbia, Missouri 65202

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959119 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:43:28 PM

**City/State/Zip:** San Diego, California 92117

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958961 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:29:11 PM

**City/State/Zip:** Rialto, California 92376

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958906 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:21:48 PM

**City/State/Zip:** Cincinnati, Ohio 45202

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958907 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:21:49 PM

**City/State/Zip:** Chico, California 95973

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958908 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:22:24 PM

**City/State/Zip:** Cotati, California 94931

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958909 - Karthik's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:22:25 PM

**City/State/Zip:** Brooklyn, New York 11222

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958911 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:22:38 PM

**City/State/Zip:** Morgantown, West Virginia 26501

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958914 - XXXXXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:23:09 PM

**City/State/Zip:** Brooklyn, New York 11220

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958916 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:23:15 PM

**City/State/Zip:** Chicago, Illinois 60651

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958920 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:23:37 PM

**City/State/Zip:** Ocklawaha, Florida 32179

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958922 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:23:48 PM

**City/State/Zip:** Van Nuys, California 91405

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958924 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:23:56 PM

**City/State/Zip:** Port Saint Lucie, Florida 34953

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958925 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:24:05 PM

**City/State/Zip:** Van Nuys, California 91405

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958927 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:24:21 PM

**City/State/Zip:** Redwood City, California 94061

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958929 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:24:41 PM

**City/State/Zip:** Southampton, New Jersey 08088

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958940 - XXXX XX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:25:49 PM

**City/State/Zip:** Jamaica Plain, Massachusetts 02130

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958933 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:25:15 PM

**City/State/Zip:** Nashville, Tennessee 37207

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958934 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:25:17 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19130

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958935 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:25:21 PM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958937 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:25:30 PM

**City/State/Zip:** Halifax, Massachusetts 02338

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet. My understanding is that these businesses are profitable enough and doing quite well for their management and shareholders. I think they need to be controlled and the rates they charge need to be moderated into the realm of affordability. They should be owned by the public, given their utility.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958938 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:25:33 PM

**City/State/Zip:** Ridgefield Park, New Jersey 07660

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958939 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:25:46 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958941 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:26:00 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958942 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:26:03 PM

**City/State/Zip:** Chattanooga, Tennessee 37405

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958943 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:26:04 PM

**City/State/Zip:** Citrus Heights, California 95610

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958944 - XX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:26:08 PM

**City/State/Zip:** Westbrook, Connecticut 06498

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958945 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:26:14 PM

**City/State/Zip:** Chattanooga, Tennessee 37405

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958948 - Jonathan's complaint re: ISP Zero Rating****Date:** 5/6/2016 1:26:56 PM**City/State/Zip:** Gardiner, New York 12525**Company Complaining About:** AT&T

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**Description**

If the way the FCC drafted its Open Internet and Net Neutrality rules isn't stopping ISP's from erecting a new toll gate on the internet and then handing out EZ-Passes to people who must pay to be exempted, the rules need to be redrafted. Net Neutrality must be preserved, and where creative lawyering is used to evade it, creative rule-making by the FCC must be pursued to maintain it.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958953 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:27:49 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958955 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:28:08 PM

**City/State/Zip:** Santa Maria, California 93455

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958956 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:28:37 PM

**City/State/Zip:** Herriman, Utah 84096

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958958 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:28:52 PM

**City/State/Zip:** Cocoa, Florida 32926

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958959 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:28:53 PM

**City/State/Zip:** Norristown, Pennsylvania 19403

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958960 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:29:11 PM

**City/State/Zip:** Garwood, New Jersey 07027

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958963 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:29:31 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958964 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:29:32 PM

**City/State/Zip:** Boise, Idaho 83709

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958979 - XXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:32:13 PM

**City/State/Zip:** Cleveland, Ohio 44111

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958969 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:30:47 PM

**City/State/Zip:** Columbus, Ohio 43224

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958971 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:31:01 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586585 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:05:23 PM

**City/State/Zip:** Norton, Kansas 67654

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 958972 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:31:01 PM

**City/State/Zip:** Newport Beach, California 92660

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 958973 - XXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:31:27 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958974 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:31:38 PM

**City/State/Zip:** New York, New York 10016

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958975 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:31:38 PM

**City/State/Zip:** Middletown, Delaware 19709

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958977 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:31:42 PM

**City/State/Zip:** Minneapolis, Minnesota 55404

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I HAVE NO CONTACT WITH COMCAST AS AN INTERNET COMPANY BUT HERE IN MINNEAPOLIS COMCAST FOR MANY IS THE ONLY CABLE SUPPLIER BECAUSE WE CANNOT ACCESS ITS COMPETITOR CENTURY LINK. COMCAST SEEMS TO REGULARLY INCREASE PRICES AND ALSO SEEMS TO REDUCE THE NUMBER OF AVAILABLE CHANNELS. IT IS VIRTUAL MONOPOLY AND TO GET SERVICE FROM COMCAST MAY TAKE DAYS IF THE PROBLEM CANNOT BE REMEDIED OVER THE PHONE.

TO ALLOW SOMEONE LIKE COMCAST TO HAVE CONTROL OVER THE INTERNET WOULD BE A GRAVE MISTAKE. THE OPEN INTERNET IS OFTEN THE PREFERRED FORM OF CONTACT FOR MANY AND SHOULD BE LEFT FREE AND OPEN

(b) (6)

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**Ticket: # 958983 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:32:18 PM

**City/State/Zip:** Coalville, Utah 84017

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958984 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:32:19 PM

**City/State/Zip:** Sacramento, California 95817

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 958985 - XXXXXXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:32:33 PM

**City/State/Zip:** Dover, Delaware 19904

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958987 - Jimmie's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:32:40 PM

**City/State/Zip:** Reno, Nevada 89508

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

Protect one of the most important democratic functions that exist.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958988 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:32:41 PM

**City/State/Zip:** Minneapolis, Minnesota 55407

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958989 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:32:55 PM

**City/State/Zip:** Warren, Michigan 48091

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958991 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:33:07 PM

**City/State/Zip:** Bel Air, Maryland 21015

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 958993 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:33:17 PM

**City/State/Zip:** Danvers, Massachusetts 01923

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959018 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:35:46 PM

**City/State/Zip:** Minneapolis, Minnesota 55403

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958997 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:34:07 PM

**City/State/Zip:** Boynton Beach, Florida 33436

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 958998 - XXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:34:08 PM

**City/State/Zip:** Hampton, Connecticut 06247

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 958999 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:34:10 PM

**City/State/Zip:** Las Vegas, Nevada 89123

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959002 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:34:16 PM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959004 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:34:33 PM

**City/State/Zip:** Richmond, Virginia 23224

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959006 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:34:40 PM

**City/State/Zip:** Dallas, Georgia 30132

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959008 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:34:54 PM

**City/State/Zip:** Evans, Colorado 80620

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959009 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:34:59 PM

**City/State/Zip:** Hidden Valley Lake, California 95467

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959017 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:35:39 PM

**City/State/Zip:** Eureka, California 95501

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959021 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:36:00 PM

**City/State/Zip:** Tallahassee, Florida 32303

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959027 - XXXXXXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:36:19 PM

**City/State/Zip:** Richmond Hill, Georgia 31324

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959028 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:36:23 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15214

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959030 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:36:32 PM

**City/State/Zip:** Silver Spring, Maryland 20902

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959033 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:36:41 PM

**City/State/Zip:** Downey, California 90242

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959034 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:36:47 PM

**City/State/Zip:** Victor, New York 14564

**Company Complaining About:** Comcast

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## **Description**

Please don't ruin a wonderful thing. Remember, we are the land of the free and you are charged with protecting our rights, not the rights of special companies like Comcast and Att.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959036 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:36:51 PM

**City/State/Zip:** Magalia, California 95954

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959040 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:37:16 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959043 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:37:25 PM

**City/State/Zip:** Seal Beach, California 90740

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959045 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:37:33 PM

**City/State/Zip:** Tallahassee, Florida 32304

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959046 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:37:35 PM

**City/State/Zip:** Berlin, Maryland 21811

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959051 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:38:17 PM

**City/State/Zip:** Walpole, Massachusetts 02081

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959052 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:38:26 PM

**City/State/Zip:** Keosauqua, Iowa 52565

**Company Complaining About:** Verizon

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## **Description**

Do you not realize that you are enticing & encouraging hackers & activists into a digital war? You may think that you have control, but it's going to come back on you SO hard, it will be devastating. You obviously haven't thought this through.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959054 - XXXXXXXXXX X 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:38:37 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959100 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:29 PM

**City/State/Zip:** Kodiak, Alaska 99615

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959055 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:38:37 PM

**City/State/Zip:** Erie, Colorado 80516

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959056 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:38:39 PM

**City/State/Zip:** Salt Lake City, Utah 84102

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 959058 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:38:41 PM

**City/State/Zip:** Crossville, Tennessee 38571

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959062 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:39:19 PM

**City/State/Zip:** Fallbrook, California 92028

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959063 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:39:23 PM

**City/State/Zip:** Allston, Massachusetts 02134

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959064 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:39:29 PM

**City/State/Zip:** Lexington Park, Maryland 20653

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959066 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:39:43 PM

**City/State/Zip:** Darien, Connecticut 06820

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959067 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:39:46 PM

**City/State/Zip:** Sacramento, California 95814

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959071 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:40:29 PM

**City/State/Zip:** Brookfield, Massachusetts 01506

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959072 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:40:38 PM

**City/State/Zip:** Austin, Texas 78739

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959074 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:40:48 PM

**City/State/Zip:** Desert Hot Springs, California 92240

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959076 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:40:53 PM

**City/State/Zip:** Louisville, Kentucky 40213

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959077 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:40:54 PM

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

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959078 - complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:41:00 PM

**City/State/Zip:** West Newton, Massachusetts 02465

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959079 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:41:04 PM

**City/State/Zip:** Snohomish, Washington 98296

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959081 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:41:08 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959082 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:41:12 PM

**City/State/Zip:** Santa Paula, California 93060

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959085 - XXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:41:23 PM

**City/State/Zip:** Vancouver, Washington 98683

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959086 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:41:26 PM

**City/State/Zip:** Seattle, Washington 98199

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959087 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:41:28 PM

**City/State/Zip:** Clarence Center, New York 14032

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959089 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:41:30 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959090 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:41:33 PM

**City/State/Zip:** Woonsocket, Rhode Island 02895

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959101 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:29 PM

**City/State/Zip:** Altamonte Springs, Florida 32714

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959092 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:41:43 PM

**City/State/Zip:** Decatur, Indiana 46733

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959093 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:41:46 PM

**City/State/Zip:** New York, New York 10027

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959096 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:41:58 PM

**City/State/Zip:** Staten Island, New York 10301

**Company Complaining About:** Comcast

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## **Description**

Nobody has the right to change the open internet! Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959097 - XXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:16 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15206

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959098 - David's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:17 PM

**City/State/Zip:** La Quinta, California 92253

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

**(b) (6)**

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**Ticket: # 959099 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:19 PM

**City/State/Zip:** San Diego, California 92119

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959102 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:32 PM

**City/State/Zip:** Syracuse, New York 13210

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959103 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:33 PM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959105 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:40 PM

**City/State/Zip:** Redwood City, California 94061

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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(b) (6)

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**Ticket: # 959106 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:41 PM

**City/State/Zip:** Lexington, Massachusetts 02421

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959107 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:42 PM

**City/State/Zip:** Fanwood, New Jersey 07023

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959108 - David's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:43 PM

**City/State/Zip:** La Quinta, California 92253

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959110 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:59 PM

**City/State/Zip:** Saint Clairsville, Ohio 43950

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 959112 - XXXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:42:59 PM

**City/State/Zip:** Souderton, Pennsylvania 18964

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 959113 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:43:01 PM

**City/State/Zip:** Minneapolis, Minnesota 55438

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

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(b) (6)

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**Ticket: # 959114 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:43:04 PM

**City/State/Zip:** Harborcreek, Pennsylvania 16421

**Company Complaining About:** T Mobile

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## **Description**

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T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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(b) (6)

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**Ticket: # 959116 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:43:10 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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(b) (6)

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**Ticket: # 959117 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:43:19 PM

**City/State/Zip:** Petaluma, California 94952

**Company Complaining About:** T Mobile

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## **Description**

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T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

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**Ticket: # 959118 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:43:20 PM

**City/State/Zip:** Elkridge, Maryland 21075

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

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Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959121 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:43:44 PM

**City/State/Zip:** Hopland, California 95449

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959123 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:43:45 PM

**City/State/Zip:** Saint Paul, Minnesota 55155

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959125 - Sarah's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:43:52 PM

**City/State/Zip:** East Peoria, Illinois 61611

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959127 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:43:59 PM

**City/State/Zip:** Goldsboro, North Carolina 27530

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959128 - XXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:44:04 PM

**City/State/Zip:** Cocoa Beach, Florida 32931

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959692 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:23:42 PM

**City/State/Zip:** Los Angeles, California 90034

**Company Complaining About:** AT&T

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## **Description**

Keep the Internet open. Uphold last year's Net Neutrality rules that protect the open Internet by stopping new schemes from AT&T that pose a serious threat to the open Internet.

The FCC should keep AT&T from breaking the rules. The FCC should respond to this treat to the rules by means of an open, public process. Don't make a decision behind closed doors.

To get around Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, AT&T is charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers.

Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959131 - DevinOtoole's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:44:19 PM

**City/State/Zip:** Fort Worth, Texas 76137

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959132 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:44:22 PM

**City/State/Zip:** Salem, Oregon 97317

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959134 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:44:27 PM

**City/State/Zip:** Salt Lake City, Utah 84102

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959135 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:44:32 PM

**City/State/Zip:** Saint Paul, Minnesota 55155

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 959136 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:44:34 PM

**City/State/Zip:** Beavercreek, Ohio 45430

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959137 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:44:37 PM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959139 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:44:53 PM

**City/State/Zip:** New York, New York 10009

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959140 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:44:59 PM

**City/State/Zip:** New Freedom, Pennsylvania 17349

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959141 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:00 PM

**City/State/Zip:** Oakland, California 94619

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959142 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:01 PM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959166 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:51 PM

**City/State/Zip:** Decatur, Indiana 46733

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959143 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:10 PM

**City/State/Zip:** Salt Lake City, Utah 84115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. They should do their job. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules. Open internet, open doors.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959144 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:12 PM

**City/State/Zip:** Brooklyn, New York 11225

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959145 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:13 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959147 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:22 PM

**City/State/Zip:** San Francisco, California 94112

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959148 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:26 PM

**City/State/Zip:** Bellevue, Washington 98005

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959149 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:26 PM

**City/State/Zip:** Bloomfield, Connecticut 06002

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Thank you for your time.

(b) (6) 

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**Ticket: # 959150 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:33 PM

**City/State/Zip:** Rockford, Illinois 61107

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959152 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:42 PM

**City/State/Zip:** Pueblo, Colorado 81004

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959153 - XXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:45 PM

**City/State/Zip:** Somerville, Massachusetts 02143

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959154 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:45:48 PM

**City/State/Zip:** San Francisco, California 94122

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959157 - Carolyn De Mirjian's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:18 PM

**City/State/Zip:** Van Nuys, California 91401

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959158 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:27 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959159 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:28 PM

**City/State/Zip:** Lander, Wyoming 82520

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959160 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:31 PM

**City/State/Zip:** Ann Arbor, Michigan 48105

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

Comcast has applied arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord. I have done this in spite of them, but it is increasingly expensive, inefficient, and threatens to be ended completely by this practice-- which violates the implicit freedom of choice I should expect as a customer and leverages their monopoly in an unfair manner.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate, believable reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online. Given how badly we already lag behind other first-world countries in both connection speed and the price per bit/sec, this is unacceptable.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers, all practices which will destroy the utility and vast potential benefits of the internet if left unchecked.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959161 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:34 PM

**City/State/Zip:** Anchorage, Alaska 99501

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959162 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:37 PM

**City/State/Zip:** Greensboro, North Carolina 27403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959163 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:39 PM

**City/State/Zip:** Cerritos, California 90703

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959164 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:45 PM

**City/State/Zip:** Roswell, Georgia 30076

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959165 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:49 PM

**City/State/Zip:** North Bay Village, Florida 33141

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959167 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:51 PM

**City/State/Zip:** Fairlawn, Ohio 44333

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959168 - XXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:46:55 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15237

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 959169 - XXXXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:46:57 PM

**City/State/Zip:** Bala Cynwyd, Pennsylvania 19004

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959171 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:47:08 PM

**City/State/Zip:** Litchfield Park, Arizona 85340

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959172 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:47:09 PM

**City/State/Zip:** Akron, Ohio 44333

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586651 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:19:02 PM

**City/State/Zip:** Petaluma, California 94955

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 959173 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:47:11 PM

**City/State/Zip:** Whittier, California 90603

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959174 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:47:17 PM

**City/State/Zip:** Grand Rapids, Michigan 49544

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959175 - Jerry's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:47:23 PM

**City/State/Zip:** Redway, California 95560

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959176 - XXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:47:36 PM

**City/State/Zip:** Bronx, New York 10462

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959177 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:47:39 PM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959178 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:47:40 PM

**City/State/Zip:** Alexandria, Virginia 22309

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959179 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:47:43 PM

**City/State/Zip:** Burlington, Massachusetts 01803

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959180 - X XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:47:50 PM

**City/State/Zip:** Richmond, California 94804

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959181 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:47:53 PM

**City/State/Zip:** New Carlisle, Ohio 45344

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959182 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:47:57 PM

**City/State/Zip:** Harvard, Illinois 60033

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959183 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:00 PM

**City/State/Zip:** East Hampton, New York 11937

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959184 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:48:03 PM

**City/State/Zip:** Tampa, Florida 33625

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959187 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:09 PM

**City/State/Zip:** Burnt Hills, New York 12027

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959188 - Stephen's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:13 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959189 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:13 PM

**City/State/Zip:** Center, Colorado 81125

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959190 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:16 PM

**City/State/Zip:** Yountville, California 94599

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959191 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:17 PM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959192 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:18 PM

**City/State/Zip:** Phoenix, Arizona 85022

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959194 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:20 PM

**City/State/Zip:** New Freedom, Pennsylvania 17349

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959195 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:21 PM

**City/State/Zip:** Haddam, Connecticut 06438

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959197 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:30 PM

**City/State/Zip:** Alexandria, Virginia 22304

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959198 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:31 PM

**City/State/Zip:** Westminster, Maryland 21158

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959200 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:35 PM

**City/State/Zip:** Haddam, Connecticut 06438

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959201 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:45 PM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959202 - John's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:46 PM

**City/State/Zip:** Kihei, Hawaii 96753

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959203 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:47 PM

**City/State/Zip:** Hubbardston, Massachusetts 01452

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959204 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:47 PM

**City/State/Zip:** Houston, Texas 77062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959205 - Jose's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:56 PM

**City/State/Zip:** Woodside, New York 11377

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 959206 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:57 PM

**City/State/Zip:** Auburndale, Massachusetts 02466

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959207 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:48:59 PM

**City/State/Zip:** Lago Vista, Texas 78645

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959208 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:01 PM

**City/State/Zip:** Portage, Indiana 46368

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959209 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:01 PM

**City/State/Zip:** Burleson, Texas 76028

**Company Complaining About:** Verizon

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## **Description**

Dear Sir or Ma'am,

Just as it is not fair practice to call one company but then be charged extra to call a different company, the Verizon practice of making certain data partners traffic free is also not a fair practice and to provide an equal playing field for all businesses, this practice needs to be stopped.

Below provides additional information should it be of interest.

Thanks for your consideration,  
Thomas Woestman

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959210 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:05 PM

**City/State/Zip:** Tampa, Florida 33613

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959212 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:17 PM

**City/State/Zip:** Carrollton, Texas 75010

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959213 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:18 PM

**City/State/Zip:** Mattapan, Massachusetts 02126

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959216 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:28 PM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet. I'm not happy about that.

Comcast is flat out breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

For privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Keep the internet free.

(b) (6)

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[Ticket: # 959217 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:49:33 PM

**City/State/Zip:** Columbus, Ohio 43213

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959218 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:34 PM

**City/State/Zip:** Tacoma, Washington 98465

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959219 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:35 PM

**City/State/Zip:** Stone Mountain, Georgia 30087

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959220 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:35 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959221 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:35 PM

**City/State/Zip:** Fairfax, Virginia 22031

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959222 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:41 PM

**City/State/Zip:** Woodland Hills, California 91364

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959224 - cherie's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:49:46 PM

**City/State/Zip:** Canoga Park, California 91304

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959225 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:48 PM

**City/State/Zip:** Newport, North Carolina 28570

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959227 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:49:57 PM

**City/State/Zip:** Taylorsville, North Carolina 28681

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959228 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:02 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959229 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:03 PM

**City/State/Zip:** Houston, Texas 77072

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959230 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:50:03 PM

**City/State/Zip:** Riverview, Florida 33578

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959231 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:04 PM

**City/State/Zip:** Bronx, New York 10472

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959232 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:50:05 PM

**City/State/Zip:** Zachary, Louisiana 70791

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959233 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:06 PM

**City/State/Zip:** Sonora, California 95370

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959234 - XXXXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:10 PM

**City/State/Zip:** Oakland, California 94609

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959235 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:11 PM

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

**Company Complaining About:** Verizon

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## **Description**

Dear FCC,

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

All the best,

(b) (6)  
[Redacted]  
[Redacted]

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**Ticket: # 959236 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:16 PM

**City/State/Zip:** New Freedom, Pennsylvania 17349

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959237 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:24 PM

**City/State/Zip:** Auburn, California 95603

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020845 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:25:50 PM

**City/State/Zip:** Waterford, Connecticut 06385

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959238 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:26 PM

**City/State/Zip:** Saint Cloud, Florida 34771

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959239 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:27 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959240 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:34 PM

**City/State/Zip:** Merritt Island, Florida 32952

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959241 - XXXXXXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:36 PM

**City/State/Zip:** Tahoe Vista, California 96148

**Company Complaining About:** AT&T

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## **Description**

I am an Att customer.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959242 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:36 PM

**City/State/Zip:** Jacksonville, Florida 32246

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959243 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:37 PM

**City/State/Zip:** Lake Zurich, Illinois 60047

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959244 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:40 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959245 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:44 PM

**City/State/Zip:** Williamsburg, Virginia 23185

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959246 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:47 PM

**City/State/Zip:** Winooski, Vermont 05404

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959247 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:50:47 PM

**City/State/Zip:** Canyon Country, California 91351

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959248 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:47 PM

**City/State/Zip:** Windsor Mill, Maryland 21244

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959249 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:48 PM

**City/State/Zip:** Daleville, Alabama 36322

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959610 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:26 PM

**City/State/Zip:** Las Vegas, Nevada 89134

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959250 - Wendy's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:50 PM

**City/State/Zip:** Turlock, California 95380

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959251 - Roman's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:50:55 PM

**City/State/Zip:** Victor, New York 14564

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959252 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:00 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959253 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:03 PM

**City/State/Zip:** San Tan Valley, Arizona 85140

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959254 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:10 PM

**City/State/Zip:** Johnsburg, Illinois 60051

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959255 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:12 PM

**City/State/Zip:** Burleson, Texas 76028

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959256 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:15 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959258 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:20 PM

**City/State/Zip:** Glendale, Arizona 85306

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959259 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:23 PM

**City/State/Zip:** Glenview, Illinois 60025

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959260 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:28 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959262 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:51:30 PM

**City/State/Zip:** Oakland, California 94602

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959263 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:30 PM

**City/State/Zip:** Alexandria, Virginia 22315

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959264 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:35 PM

**City/State/Zip:** Daly City, California 94014

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959267 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:51:42 PM

**City/State/Zip:** Altadena, California 91001

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959268 - Daniel's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:43 PM

**City/State/Zip:** Sutter Creek, California 95685

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959269 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:44 PM

**City/State/Zip:** Salem, Oregon 97305

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959270 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:50 PM

**City/State/Zip:** Glendale, Arizona 85306

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959271 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:51:52 PM

**City/State/Zip:** Crossville, Tennessee 38558

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959280 - X XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:21 PM

**City/State/Zip:** Grasonville, Maryland 21638

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959273 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:00 PM

**City/State/Zip:** Red Hill, Pennsylvania 18076

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959274 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:02 PM

**City/State/Zip:** Thonotosassa, Florida 33592

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959275 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:03 PM

**City/State/Zip:** West Sacramento, California 95691

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959288 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:43 PM

**City/State/Zip:** Chicago, Illinois 60638

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959277 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:52:15 PM

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

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959279 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:19 PM

**City/State/Zip:** San Diego, California 92129

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959283 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:31 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586677 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:23:38 PM

**City/State/Zip:** Denver, Colorado 80231

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds, and I would appreciate any correspondence that informs me of your position on this important matter.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Please consider the ramifications of reappointing Pai, and I would appreciate any correspondence that informs me of your position on this important matter.

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**Ticket: # 959285 - Sergio's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:34 PM

**City/State/Zip:** Chicago, Illinois 60641

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959287 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:40 PM

**City/State/Zip:** Augusta, Georgia 30907

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959289 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:44 PM

**City/State/Zip:** Louisville, Kentucky 40220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959290 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:46 PM

**City/State/Zip:** Racine, Wisconsin 53403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959293 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:50 PM

**City/State/Zip:** Reedsville, Ohio 45772

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959295 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:56 PM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959296 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:58 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959297 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:52:59 PM

**City/State/Zip:** Bothell, Washington 98012

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959299 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:53:06 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959300 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:53:08 PM

**City/State/Zip:** Miami Beach, Florida 33141

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959301 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:53:08 PM

**City/State/Zip:** Minneapolis, Minnesota 55404

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, I'm not providing my phone number. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959303 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:53:13 PM

**City/State/Zip:** Greeley, Colorado 80634

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959304 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:53:14 PM

**City/State/Zip:** Whitethorn, California 95589

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make

these companies follow the rules, not interfere with the FCC's power to regulate. Please continue to do the job we are paying you to do and stand firmly for the benefit of the majority of people.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1587010 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:24:17 PM

**City/State/Zip:** Saint Louis, Missouri 63109

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 959305 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:53:27 PM

**City/State/Zip:** Red Bank, New Jersey 07701

**Company Complaining About:** Verizon

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## **Description**

I find Verizon a parasitic company- they did quickly credit hundreds of dollars to me (instantly!) after I complained about phantom 3 party billing charges, but why they ever allowed these dubious 3rd parties to bill me through them in the first place for services I never agreed to has forever cast them in my mind as an organization lacking corporate ethics.

As the owner of a small startup dependent on true net neutrality, please consider the below with urgency as once again I fear they are showing how little they care about fairness:

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959306 - XXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:53:39 PM

**City/State/Zip:** Irwin, Pennsylvania 15642

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959309 - XX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:53:51 PM

**City/State/Zip:** Emerald Hills, California 94062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959310 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:53:52 PM

**City/State/Zip:** East Dubuque, Illinois 61025

**Company Complaining About:** AT&T

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## **Description**

When is the FCC going to start protecting the people? Is nothing out there sacred from corporate take over. I hope Bernie's revolution happens. I am sick to death of the way the public is treated by our very own government and corporations.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959311 - Mark's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:53:54 PM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959313 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:54:20 PM

**City/State/Zip:** Canyon Country, California 91351

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959314 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:54:22 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959315 - XX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:54:24 PM

**City/State/Zip:** Emerald Hills, California 94062

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959316 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:54:26 PM

**City/State/Zip:** Jacksonville, North Carolina 28540

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959317 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:54:30 PM

**City/State/Zip:** Fort Lauderdale, Florida 33316

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959318 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:54:37 PM

**City/State/Zip:** Los Angeles, California 90032

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959319 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:54:38 PM

**City/State/Zip:** Denver, Colorado 80235

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959321 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:54:48 PM

**City/State/Zip:** Golden, Colorado 80401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959322 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:54:49 PM

**City/State/Zip:** North Wales, Pennsylvania 19454

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959323 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:54:59 PM

**City/State/Zip:** Mckinney, Texas 75070

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959324 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:55:03 PM

**City/State/Zip:** Madison, Wisconsin 53703

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959325 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:55:04 PM

**City/State/Zip:** Thornton, Pennsylvania 19373

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959326 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:55:07 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959328 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:55:14 PM

**City/State/Zip:** Troy, Idaho 83871

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959334 - caroline's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:55:38 PM

**City/State/Zip:** Princeton, New Jersey 08542

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959335 - XXXXXXXXXXX XXXXXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:55:42 PM

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

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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(b) (6)

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**Ticket: # 959336 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:55:44 PM

**City/State/Zip:** Palm Coast, Florida 32164

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1587202 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:08:10 PM

**City/State/Zip:** South Pasadena, California 91030

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 959337 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:55:49 PM

**City/State/Zip:** Brooklyn, New York 11205

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959339 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:56:04 PM

**City/State/Zip:** Reading, Pennsylvania 19606

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 959343 - Bob 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:56:35 PM

**City/State/Zip:** Paso Robles, California 93446

**Company Complaining About:** AT&T

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## **Description**

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**Ticket: # 959344 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:56:41 PM

**City/State/Zip:** Frisco, Texas 75034

**Company Complaining About:** AT&T

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## **Description**

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(b) (6)

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**Ticket: # 959345 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:56:42 PM

**City/State/Zip:** El Paso, Texas 79906

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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(b) (6)

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**Ticket: # 959346 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:56:50 PM

**City/State/Zip:** Coconut Creek, Florida 33066

**Company Complaining About:** Comcast

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## **Description**

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(b) (6)

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**Ticket: # 959347 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:57:04 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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(b) (6)

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[Ticket: # 959348 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 1:57:14 PM

**City/State/Zip:** Olympia, Washington 98506

**Company Complaining About:** Comcast

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## Description

Multi-billion-dollar company breaks law and screws over everyone but their own top chairs. Every day I think more and more about dropping you. It's no wonder you're so often rated worst company.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959349 - Carlos's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:57:20 PM

**City/State/Zip:** Rocky Point, New York 11778

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959359 - XXXXX XXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:00:04 PM

**City/State/Zip:** Richmond, Texas 77469

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959352 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:57:55 PM

**City/State/Zip:** Youngstown, Ohio 44509

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959354 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 1:58:14 PM

**City/State/Zip:** Alexandria, Virginia 22304

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959365 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:00:22 PM

**City/State/Zip:** Barnum, Minnesota 55707

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959360 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:00:07 PM

**City/State/Zip:** San Jose, California 95132

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959361 - X XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:00:09 PM

**City/State/Zip:** New York, New York 10003

**Company Complaining About:** Verizon

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## **Description**

Please do not make a decision on zero-rating behind closed doors.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959380 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:11 PM

**City/State/Zip:** Penngrove, California 94951

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959364 - X XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:00:12 PM

**City/State/Zip:** Hanover, New Hampshire 03755

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality then are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: the lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero-rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses - except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959366 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:00:23 PM

**City/State/Zip:** Delray Beach, Florida 33446

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959367 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:00:28 PM

**City/State/Zip:** Emerald Hills, California 94062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959368 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:00:30 PM

**City/State/Zip:** Anacortes, Washington 98221

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959369 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:00:37 PM

**City/State/Zip:** Walnut Creek, California 94597

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 959371 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:00:43 PM

**City/State/Zip:** Lincoln, California 95648

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959374 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:00:51 PM

**City/State/Zip:** Bremerton, Washington 98311

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959375 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:00:52 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959376 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:02 PM

**City/State/Zip:** Greenfield Center, New York 12833

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959379 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:08 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959382 - Elaine's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:16 PM

**City/State/Zip:** Roanoke, Virginia 24018

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959384 - Jason 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:20 PM

**City/State/Zip:** Alexandria, Virginia 22309

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959385 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:25 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 959389 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:34 PM

**City/State/Zip:** Jamestown, North Carolina 27282

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 959390 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:35 PM

**City/State/Zip:** Columbus, Ohio 43235

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959391 - XXXXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:37 PM

**City/State/Zip:** Fresno, California 93728

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959392 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:39 PM

**City/State/Zip:** Framingham, Massachusetts 01701

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959393 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:41 PM

**City/State/Zip:** Norwood, Pennsylvania 19074

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959395 - Arlene Wiltberger's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:47 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959396 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:01:52 PM

**City/State/Zip:** Stockton, California 95204

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959397 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:02:03 PM

**City/State/Zip:** Royal Oak, Michigan 48067

**Company Complaining About:** Comcast

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## **Description**

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959399 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:02:10 PM

**City/State/Zip:** Boise, Idaho 83702

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959400 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:02:12 PM

**City/State/Zip:** Boynton Beach, Florida 33437

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959401 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:02:17 PM

**City/State/Zip:** O Fallon, Illinois 62269

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959402 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:02:22 PM

**City/State/Zip:** Skokie, Illinois 60076

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959403 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:02:33 PM

**City/State/Zip:** Valley Village, California 91607

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959404 - Sharon's complaint re: ISP Zero Rating****Date:** 5/6/2016 2:02:46 PM**City/State/Zip:** Palmer Lake, Colorado 80133**Company Complaining About:** Verizon

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**Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959405 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:02:47 PM

**City/State/Zip:** Norwood, Pennsylvania 19074

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959406 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:02:53 PM

**City/State/Zip:** Berkeley, California 94702

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959407 - Benjamin's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:03:00 PM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959408 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:03:05 PM

**City/State/Zip:** Urbana, Illinois 61801

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959409 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:03:08 PM

**City/State/Zip:** Kent, Ohio 44240

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959411 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:03:10 PM

**City/State/Zip:** San Francisco, California 94114

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959412 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:03:13 PM

**City/State/Zip:** Royersford, Pennsylvania 19468

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959414 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:03:23 PM

**City/State/Zip:** Fall River, Massachusetts 02720

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959415 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:03:26 PM

**City/State/Zip:** New York, New York 10002

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959417 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:03:30 PM

**City/State/Zip:** Oviedo, Florida 32765

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959418 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:03:33 PM

**City/State/Zip:** Cleveland, Ohio 44106

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959420 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:03:40 PM

**City/State/Zip:** New York, New York 10002

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959422 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:03:55 PM

**City/State/Zip:** Ballwin, Missouri 63021

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959426 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:04:02 PM

**City/State/Zip:** Vienna, Virginia 22181

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959428 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:04:28 PM

**City/State/Zip:** Medford, Oregon 97504

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959429 - XXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:04:34 PM

**City/State/Zip:** Miami, Florida 33145

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959430 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:04:36 PM

**City/State/Zip:** Madison, Alabama 35756

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959441 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:17 PM

**City/State/Zip:** Saint Petersburg, Florida 33714

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959433 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:04:46 PM

**City/State/Zip:** Royersford, Pennsylvania 19468

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959434 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:04:47 PM

**City/State/Zip:** Chillicothe, Ohio 45601

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959436 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:02 PM

**City/State/Zip:** Memphis, Tennessee 38135

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959447 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:42 PM

**City/State/Zip:** Wichita, Kansas 67226

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959440 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:16 PM

**City/State/Zip:** Novato, California 94949

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Donn Davy

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**Ticket: # 959442 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:27 PM

**City/State/Zip:** Grand Rapids, Michigan 49505

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959443 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:32 PM

**City/State/Zip:** Flushing, New York 11367

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959444 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:35 PM

**City/State/Zip:** Chicago, Illinois 60630

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959445 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:38 PM

**City/State/Zip:** Springfield, Missouri 65803

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959446 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:40 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959449 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:44 PM

**City/State/Zip:** Lexington, Kentucky 40502

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 959450 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:05:48 PM

**City/State/Zip:** Waldorf, Maryland 20601

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959451 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:48 PM

**City/State/Zip:** Medford, Massachusetts 02155

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959453 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:05:52 PM

**City/State/Zip:** South Amboy, New Jersey 08879

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959454 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:07 PM

**City/State/Zip:** Redondo Beach, California 90277

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959456 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:09 PM

**City/State/Zip:** Marina Del Rey, California 90292

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959465 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:37 PM

**City/State/Zip:** Selden, New York 11784

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959457 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:11 PM

**City/State/Zip:** Doral, Florida 33178

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959458 - XXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:13 PM

**City/State/Zip:** Bay Village, Ohio 44140

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959459 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:19 PM

**City/State/Zip:** Mission Viejo, California 92691

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959460 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:24 PM

**City/State/Zip:** Memphis, Tennessee 38116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959461 - XXXX XXXXXXXXXXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:28 PM

**City/State/Zip:** Sunland, California 91040

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959462 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:06:33 PM

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

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959463 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:34 PM

**City/State/Zip:** Liberty Lake, Washington 99019

**Company Complaining About:** Comcast

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## **Description**

I work as a software engineer so this is an issue that is very important to me. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959464 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:36 PM

**City/State/Zip:** Grass Valley, California 95949

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959466 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:43 PM

**City/State/Zip:** Seattle, Washington 98116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1587392 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:12:16 PM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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[Ticket: # 959467 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:06:45 PM

**City/State/Zip:** Souderton, Pennsylvania 18964

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959468 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:56 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959469 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:06:57 PM

**City/State/Zip:** San Antonio, Texas 78232

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 961081 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:24:09 PM

**City/State/Zip:** Bath, Maine 04530

**Company Complaining About:** AT&T

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## **Description**

These negotiations can not be taken seriously, the lack of oversight so obviously ignored is offensive. The FCC must include the opinions of experts whom are not employed by the very companies associated with this legislation. Bandwidth on the Internet is not a service that requires tolling in order to proliferate access or establish effective distribution. The bridge has been built, the costs related already mitigated dramatically. This moment in history where these companies scramble to inappropriately classify this service is critical. I demand that these broadcast companies establish actual metrics associated with Internet data transfers. Until this item is fully understood the ambiguity enforced by these companies will only serve to cloud the issue. As a utility the cost associated with data transfers must fully and completely established.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy.

I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959471 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:07:21 PM

**City/State/Zip:** Chicago, Illinois 60624

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959472 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:07:22 PM

**City/State/Zip:** West Haven, Connecticut 06516

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959473 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:07:24 PM

**City/State/Zip:** Oakland, California 94609

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959474 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:07:25 PM

**City/State/Zip:** Bergenfield, New Jersey 07621

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959475 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:07:27 PM

**City/State/Zip:** Mechanicsburg, Pennsylvania 17055

**Company Complaining About:** Verizon

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## **Description**

I am a Verizon FIOS customer. I request that the FCC investigate Verizon for using the zero rating scheme to skirt the Open Internet rules.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959476 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:07:29 PM

**City/State/Zip:** Addison, Illinois 60101

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959477 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:07:32 PM

**City/State/Zip:** Reno, Nevada 89502

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959478 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:07:36 PM

**City/State/Zip:** Clintondale, New York 12515

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959479 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:07:43 PM

**City/State/Zip:** Bandon, Oregon 97411

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959480 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:07:44 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959481 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:07:52 PM

**City/State/Zip:** Clayton, New Jersey 08312

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959482 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:07:52 PM

**City/State/Zip:** Farmingdale, New Jersey 07727

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959483 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:07:55 PM

**City/State/Zip:** Chicago, Illinois 60656

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959514 - XXXXX X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:58 PM

**City/State/Zip:** Miami Beach, Florida 33141

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959485 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:07:59 PM

**City/State/Zip:** Boulder Creek, California 95006

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959486 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:08:04 PM

**City/State/Zip:** Tempe, Arizona 85283

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959488 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:08:15 PM

**City/State/Zip:** San Rafael, California 94903

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959491 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:08:20 PM

**City/State/Zip:** Fort Walton Beach, Florida 32547

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959492 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:08:27 PM

**City/State/Zip:** Largo, Florida 33771

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959493 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:08:41 PM

**City/State/Zip:** Memphis, Tennessee 38141

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959494 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:08:41 PM

**City/State/Zip:** Zion, Illinois 60099

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959495 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:08:43 PM

**City/State/Zip:** Saint Petersburg, Florida 33714

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959496 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:08:47 PM

**City/State/Zip:** Stockton, California 95204

**Company Complaining About:** Comcast

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## **Description**

Hopefully this won't cause more problems for me...

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Also, the companies' newer marketing strategies, especially BUNDLING, are making it difficult for people who just need high speed internet and not a bunch of highly taxed entertainment junk that requires me to lease extra equipment for something I don't want.

PLEASE represent us instead of corporate interests.

(b) (6)

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[Ticket: # 959497 - XXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:08:50 PM

**City/State/Zip:** Lenoir, North Carolina 28645

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959499 - XXX XXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:08:51 PM

**City/State/Zip:** Cedar Grove, New Jersey 07009

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959500 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:02 PM

**City/State/Zip:** Los Angeles, California 90027

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959501 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:09 PM

**City/State/Zip:** Pasadena, California 91106

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959502 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:14 PM

**City/State/Zip:** Dawsonville, Georgia 30534

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959503 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:15 PM

**City/State/Zip:** Pacific Grove, California 93950

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959504 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:16 PM

**City/State/Zip:** Malden, Massachusetts 02148

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959509 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:40 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17112

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959510 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:43 PM

**City/State/Zip:** Oakland, California 94609

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959511 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:47 PM

**City/State/Zip:** Minneapolis, Minnesota 55449

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959513 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:50 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73120

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959515 - X XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:09:59 PM

**City/State/Zip:** Sag Harbor, New York 11963

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959516 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:10:06 PM

**City/State/Zip:** San Jose, California 95130

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959518 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:10:09 PM

**City/State/Zip:** Syracuse, New York 13209

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959520 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:10:14 PM

**City/State/Zip:** Los Angeles, California 90066

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959521 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:10:14 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959522 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:10:19 PM

**City/State/Zip:** Naperville, Illinois 60565

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1587395 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:13:39 PM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 959523 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:10:20 PM

**City/State/Zip:** Honolulu, Hawaii 96813

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959524 - Tom's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:10:39 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 959525 - complaint re: ISP Zero Rating****Date:** 5/6/2016 2:10:43 PM**City/State/Zip:** Detroit, Michigan 48228**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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**Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959526 - Chris's complaint re: ISP Zero Rating****Date:** 5/6/2016 2:10:43 PM**City/State/Zip:** San Dimas, California 91773**Company Complaining About:** Verizon

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**Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959535 - Gene's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:22 PM

**City/State/Zip:** Millburn, New Jersey 07041

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959528 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:10:45 PM

**City/State/Zip:** Albuquerque, New Mexico 87112

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959529 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:10:47 PM

**City/State/Zip:** Richmond, Virginia 23230

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959530 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:02 PM

**City/State/Zip:** Alexandria, Virginia 22312

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959531 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:04 PM

**City/State/Zip:** Farmingville, New York 11738

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959532 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:05 PM

**City/State/Zip:** Albuquerque, New Mexico 87112

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959533 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:09 PM

**City/State/Zip:** Vienna, Virginia 22182

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.  
Harriet Hirsch

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**Ticket: # 959534 - XX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:21 PM

**City/State/Zip:** Flushing, New York 11367

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959536 - Jason Hoobler's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:24 PM

**City/State/Zip:** Cincinnati, Ohio 45218

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959537 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:25 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959538 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:11:38 PM

**City/State/Zip:** Mission Hills, California 91345

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959539 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:42 PM

**City/State/Zip:** Belle Chasse, Louisiana 70037

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959548 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:12:15 PM

**City/State/Zip:** Mc Leansville, North Carolina 27301

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959541 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:49 PM

**City/State/Zip:** New Paltz, New York 12561

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959542 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:57 PM

**City/State/Zip:** Pittsburg, Kansas 66762

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959544 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:11:59 PM

**City/State/Zip:** Parkville, Missouri 64152

**Company Complaining About:** Verizon

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## **Description**

NEVER TRUST a BIG CORPORATION.

That is something everyone in the government should understand. Corporations work only for their bottom line, no matter how friendly their lobbyists seem or how much money or gifts they shower on anyone.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. (THANK YOU) But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959545 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:12:00 PM

**City/State/Zip:** Stacy, Minnesota 55079

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959546 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:12:05 PM

**City/State/Zip:** San Francisco, California 94121

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959547 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:12:10 PM

**City/State/Zip:** Dexter, Oregon 97431

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

All Communications Should be Free and Encouraged for the Best Future of US ALL.

Thank you for your service.

(b) (6)

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[Ticket: # 959549 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:12:15 PM

**City/State/Zip:** Melrose Park, Illinois 60160

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959550 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:12:22 PM

**City/State/Zip:** El Paso, Texas 79905

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959553 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:12:27 PM

**City/State/Zip:** San Francisco, California 94112

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959554 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:12:30 PM

**City/State/Zip:** Farmingdale, New Jersey 07727

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959555 - XX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:12:43 PM

**City/State/Zip:** Portland, Oregon 97216

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959557 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:10 PM

**City/State/Zip:** Los Angeles, California 90048

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959558 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:11 PM

**City/State/Zip:** Los Angeles, California 90066

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959561 - Jesse's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:13:23 PM

**City/State/Zip:** Nashville, Tennessee 37206

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959563 - XXXXXXX XXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:28 PM

**City/State/Zip:** Coral Springs, Florida 33065

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959564 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:28 PM

**City/State/Zip:** San Diego, California 92107

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959566 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:36 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959567 - XXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:38 PM

**City/State/Zip:** Milwaukee, Wisconsin 53214

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959568 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:41 PM

**City/State/Zip:** West Jordan, Utah 84088

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959569 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:45 PM

**City/State/Zip:** Cherokee, Alabama 35616

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959570 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:49 PM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 959571 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:13:49 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959572 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:50 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959573 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:57 PM

**City/State/Zip:** Tucson, Arizona 85749

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959574 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:13:59 PM

**City/State/Zip:** Russellville, Arkansas 72802

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959576 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:17 PM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959577 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:21 PM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959586 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:46 PM

**City/State/Zip:** Aurora, Colorado 80015

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959578 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:22 PM

**City/State/Zip:** Chesterfield, Michigan 48047

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959579 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:27 PM

**City/State/Zip:** Quincy, Massachusetts 02171

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959580 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:28 PM

**City/State/Zip:** Albuquerque, New Mexico 87110

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959581 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:32 PM

**City/State/Zip:** Cary, North Carolina 27513

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959582 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:35 PM

**City/State/Zip:** Franklin, North Carolina 28734

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959583 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:37 PM

**City/State/Zip:** Coral Springs, Florida 33071

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

We cannot rely on the "invisible hand of the market" to correct this issue. The kind of corporate behavior that I am complaining about is usually mimicked by the competition instead of used as a point of competition, and then the only choice that consumers have is to go without that type of product completely. This is not a valid choice. We need to stop corporations from turning every aspect of our lives into a way to fleece people since there is less competition because all of these corporations keep merging. Stopping this egregious corporate behavior is one of the major purposes of government in the modern world. Please stop these greedy, short-sighted corporations before things get any further out of hand.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959584 - XXXXXXX X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:40 PM

**City/State/Zip:** Milwaukee, Wisconsin 53214

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959588 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:48 PM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959589 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:14:52 PM

**City/State/Zip:** Maple Valley, Washington 98038

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959591 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:15:08 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959592 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:15:12 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959593 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:15:15 PM

**City/State/Zip:** Montclair, New Jersey 07042

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959604 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:03 PM

**City/State/Zip:** Daytona Beach, Florida 32114

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959596 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:15:28 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959597 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:15:29 PM

**City/State/Zip:** Merced, California 95343

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959599 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:15:30 PM

**City/State/Zip:** Des Moines, Iowa 50317

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959601 - Larry's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:15:35 PM

**City/State/Zip:** Sebastopol, California 95473

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959602 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:15:41 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19103

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. Thank you, FCC, for doing that

But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose another serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules. Otherwise, we outsiders can't tell if the FCC is in bed with Verizon. It is CRUCIAL that the FCC be trustable. We can only give them that trust IF we can see the process transparently.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959605 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:04 PM

**City/State/Zip:** Simpsonville, South Carolina 29681

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1587443 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:28:44 PM

**City/State/Zip:** Longmont, Colorado 80504

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 959606 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:10 PM

**City/State/Zip:** High Falls, New York 12440

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959607 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:16 PM

**City/State/Zip:** Framingham, Massachusetts 01701

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959608 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:17 PM

**City/State/Zip:** Merced, California 95343

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959609 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:24 PM

**City/State/Zip:** Dallas, Texas 75214

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959611 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:31 PM

**City/State/Zip:** Black Diamond, Washington 98010

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959612 - Marcus's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:33 PM

**City/State/Zip:** Garland, Texas 75042

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959613 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:37 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959614 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:37 PM

**City/State/Zip:** Blue Springs, Missouri 64014

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959616 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:40 PM

**City/State/Zip:** Sylmar, California 91342

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959617 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:16:51 PM

**City/State/Zip:** North Highlands, California 95660

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959634 - X XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:18:26 PM

**City/State/Zip:** Santa Monica, California 90405

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959619 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:17:03 PM

**City/State/Zip:** Jamaica Plain, Massachusetts 02130

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959620 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:17:04 PM

**City/State/Zip:** Seattle, Washington 98101

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959621 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:17:20 PM

**City/State/Zip:** Florence, Oregon 97439

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959622 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:17:25 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959624 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:17:38 PM

**City/State/Zip:** Spokane, Washington 99207

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959625 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:17:42 PM

**City/State/Zip:** Roseville, California 95678

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959635 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:18:30 PM

**City/State/Zip:** Honolulu, Hawaii 96816

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959629 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:18:03 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules. I really worry about shut-ins and disabled bedridden people where streaming is their only entertainment. I am darn sure AT&T does not worry about who their customers are.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Is this something I have to keep complaining about? Because I will! I feel very strongly about net neutrality, and the sneaky business practices that these corporations use to get around the rules is just repellent. Please bring the hammer down on these companies so they get the message loud and clear: No more shenanigans.

thank you,

(b) (6)

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[Ticket: # 959630 - Axel's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:18:04 PM

**City/State/Zip:** Davis, California 95618

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 959631 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:18:08 PM

**City/State/Zip:** Coquille, Oregon 97423

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959632 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:18:12 PM

**City/State/Zip:** Richmond, California 94801

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959633 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:18:21 PM

**City/State/Zip:** Greensburg, Pennsylvania 15601

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959638 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:18:41 PM

**City/State/Zip:** Walnut Creek, California 94595

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959639 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:18:46 PM

**City/State/Zip:** Daytona Beach, Florida 32114

**Company Complaining About:** Comcast

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## **Description**

When I lived in Washington state, we had Comcast and are saddened by this decision, especially since Comcast would be our family's internet provider when we move back.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959640 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:18:53 PM

**City/State/Zip:** Santa Rosa, California 95403

**Company Complaining About:** AT&T

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## Description

Cable and phone companies have come up with harmful new schemes that pose a serious threat to the open internet. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959642 - Sharon's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:18:59 PM

**City/State/Zip:** Santa Fe, New Mexico 87505

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959645 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:19:03 PM

**City/State/Zip:** Ann Arbor, Michigan 48105

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959647 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:19:21 PM

**City/State/Zip:** Ann Arbor, Michigan 48105

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959648 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:19:24 PM

**City/State/Zip:** Denver, Colorado 80211

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959650 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:19:33 PM

**City/State/Zip:** Brandon, Mississippi 39047

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959651 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:19:39 PM

**City/State/Zip:** Kosciusko, Mississippi 39090

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959652 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:19:44 PM

**City/State/Zip:** Albuquerque, New Mexico 87120

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959653 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:19:45 PM

**City/State/Zip:** Sandy Hook, Virginia 23153

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959654 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:19:52 PM

**City/State/Zip:** Towanda, Pennsylvania 18848

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959656 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:19:56 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959657 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:19:59 PM

**City/State/Zip:** Dover, New Hampshire 03820

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959658 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:20:14 PM

**City/State/Zip:** Toledo, Ohio 43615

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959660 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:20:20 PM

**City/State/Zip:** Hurst, Texas 76053

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959662 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:20:26 PM

**City/State/Zip:** Glen Rock, New Jersey 07452

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1587457 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:31:57 PM

**City/State/Zip:** Prospect, Ohio 43342

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 959663 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:20:26 PM

**City/State/Zip:** Phoenix, Arizona 85044

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959664 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:20:27 PM

**City/State/Zip:** Lakeland, Minnesota 55043

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959665 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:20:36 PM

**City/State/Zip:** Dover, New Hampshire 03820

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959667 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:20:48 PM

**City/State/Zip:** Tallahassee, Florida 32304

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959668 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:20:48 PM

**City/State/Zip:** Beulah, North Dakota 58523

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959672 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:21:22 PM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959673 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:21:26 PM

**City/State/Zip:** San Jose, California 95124

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959674 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:21:40 PM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959675 - XX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:21:42 PM

**City/State/Zip:** Union City, Georgia 30291

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959676 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:21:46 PM

**City/State/Zip:** Portland, Oregon 97222

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959679 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:22:02 PM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959680 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:22:09 PM

**City/State/Zip:** Loxahatchee, Florida 33470

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959682 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:22:21 PM

**City/State/Zip:** Eau Claire, Wisconsin 54701

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959683 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:22:28 PM

**City/State/Zip:** Boston, Massachusetts 02116

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. We applaud you for that. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959684 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:23:07 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959685 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:23:09 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 959687 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:23:18 PM

**City/State/Zip:** Fresno, Texas 77545

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959688 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:23:25 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19151

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959725 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:25:58 PM

**City/State/Zip:** Mesa, Arizona 85206

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959689 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:23:28 PM

**City/State/Zip:** Simi Valley, California 93065

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959690 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:23:29 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959691 - XXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:23:30 PM

**City/State/Zip:** Spring Lake, Michigan 49456

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules.

AT&T is defying the intent of those rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want.

As an AT&T customer, I request that the FCC investigate AT&T for using thier new and illegal zero rating scheme to skirt the Open Internet rules.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses.

If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959694 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:23:59 PM

**City/State/Zip:** Santa Maria, California 93455

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959696 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:09 PM

**City/State/Zip:** Newark, Delaware 19702

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959697 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:13 PM

**City/State/Zip:** Whitmore Lake, Michigan 48189

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959698 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:13 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19151

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959699 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:14 PM

**City/State/Zip:** Monrovia, California 91016

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959701 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:21 PM

**City/State/Zip:** Greenville, South Carolina 29611

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959709 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:52 PM

**City/State/Zip:** Richland, Washington 99352

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959703 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:33 PM

**City/State/Zip:** Carmel, California 93923

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959704 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:41 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet. Why can't everyone just stop being jerks? We're customers, not enemies.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules. Isn't playing fair what America is all about?

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Imagine what the internet will look like if only the big kids get to put forth content--it will pretty much suck.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that. In my opinion, this is grade-A douchebaggery.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with! Some of us would rather watch videos of how to clean fountain pens or pull gel prints than watch Beyonce's latest sponsored content. It's not your internet, it's everyone's internet.

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers. This is part of what makes America worse than a third world country. I mean, literally. If places without running water and indoor toilets have better, cheaper internet than us, that means someone is screwing up here big time.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959705 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:41 PM

**City/State/Zip:** Houston, Texas 77062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959706 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:42 PM

**City/State/Zip:** Farmington Hills, Michigan 48331

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959707 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:51 PM

**City/State/Zip:** Laguna Niguel, California 92677

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959708 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:51 PM

**City/State/Zip:** Fort Lauderdale, Florida 33309

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959710 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:53 PM

**City/State/Zip:** Davidsonville, Maryland 21035

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959712 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:57 PM

**City/State/Zip:** Salt Lake City, Utah 84108

**Company Complaining About:** Comcast

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## **Description**

This is really serious! Please look at this and do something about it.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I would really appreciate a followup email from you to know that you received my comments. Thank you!

(b) (6)

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**Ticket: # 959713 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:24:58 PM

**City/State/Zip:** Fairview, Tennessee 37062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I myself have experienced this with my comcast, in which I "hit" a data cap and when that happens if I have used their "gracious" 3 free overages are allowed to charge me an extra \$10 for every 50 gigs I use. The problem is when there have been many times when I haven't used my data but data is still measured like I have. Who decides my data usage? Isn't it a bit duplicitous to have your own company measure said data usage? Looks no matter which way I turn they are lining their pockets.

(b) (6)

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**Ticket: # 959716 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:25:25 PM

**City/State/Zip:** San Jose, California 95125

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959722 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:25:47 PM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959726 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:26:03 PM

**City/State/Zip:** New York, New York 10128

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959728 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:26:06 PM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959729 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:26:07 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959730 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:26:09 PM

**City/State/Zip:** Breckenridge, Colorado 80424

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 959732 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:26:20 PM

**City/State/Zip:** Mesa, Arizona 85206

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959733 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:26:20 PM

**City/State/Zip:** Port Charlotte, Florida 33948

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959734 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:26:23 PM

**City/State/Zip:** Bethesda, Maryland 20817

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959736 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:26:35 PM

**City/State/Zip:** Owego, New York 13827

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959739 - XX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:27:05 PM

**City/State/Zip:** Stanhope, New Jersey 07874

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959740 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:27:19 PM

**City/State/Zip:** Santa Monica, California 90404

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959741 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:27:24 PM

**City/State/Zip:** Deerfield Beach, Florida 33441

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959742 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:27:31 PM

**City/State/Zip:** Fredericksburg, Virginia 22406

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959744 - Emily's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:27:42 PM

**City/State/Zip:** Los Alamitos, California 90720

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 961234 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:48:17 PM

**City/State/Zip:** Layton, Utah 84041

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959745 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:27:47 PM

**City/State/Zip:** Biscayne Park, Florida 33161

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959746 - Kristen's complaint re: ISP Zero Rating****Date:** 5/6/2016 2:27:53 PM**City/State/Zip:** Manassas Park, Virginia 20111**Company Complaining About:** Verizon

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**Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959748 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:28:08 PM

**City/State/Zip:** New York, New York 10012

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959751 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:28:21 PM

**City/State/Zip:** Portland, Oregon 97232

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959752 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:28:30 PM

**City/State/Zip:** Columbus, Ohio 43224

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959753 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:28:31 PM

**City/State/Zip:** Tulsa, Oklahoma 74105

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959754 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:29:20 PM

**City/State/Zip:** Crescent City, California 95531

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. This has got to stop!

(b) (6)

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**Ticket: # 959755 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:29:26 PM

**City/State/Zip:** Redwood City, California 94063

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959757 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:29:38 PM

**City/State/Zip:** Randolph, New Jersey 07869

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959758 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:29:44 PM

**City/State/Zip:** Seattle, Washington 98125

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959759 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:29:45 PM

**City/State/Zip:** Redwood City, California 94063

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959761 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:29:53 PM

**City/State/Zip:** Pottsville, Pennsylvania 17901

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959763 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:30:01 PM

**City/State/Zip:** Palm Harbor, Florida 34684

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959764 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:30:17 PM

**City/State/Zip:** Berthoud, Colorado 80513

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959765 - Andrew's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:30:17 PM

**City/State/Zip:** Wyckoff, New Jersey 07481

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959770 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:30:33 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959773 - Andrew's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:30:50 PM

**City/State/Zip:** Wyckoff, New Jersey 07481

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959775 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:31:08 PM

**City/State/Zip:** Newbury Park, California 91319

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959776 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:31:16 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959778 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:31:18 PM

**City/State/Zip:** San Jose, California 95126

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959782 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:31:40 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19103

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959783 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:31:40 PM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Verizon

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## **Description**

Verizon (and every other ISP) does NOT have the right to determine what information I can access online. Selectively restricting what information becomes available to the public online is unjust and immoral. It would be needlessly cutting off people's access to vital education and viewpoints that are necessary for our world to grow and change for the better, all for the purpose of lining your pockets with even more money. You don't have to be part of the problem - you can help build the solution.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959784 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:31:44 PM

**City/State/Zip:** El Paso, Texas 79904

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959785 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:31:45 PM

**City/State/Zip:** Miami, Florida 33179

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 959786 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:31:45 PM

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

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959787 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:31:46 PM

**City/State/Zip:** Elgin, Minnesota 55932

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959789 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:31:52 PM

**City/State/Zip:** Imperial, Missouri 63052

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959791 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:32:01 PM

**City/State/Zip:** Cement City, Michigan 49233

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959792 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:32:02 PM

**City/State/Zip:** Topanga, California 90290

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959793 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:32:16 PM

**City/State/Zip:** Michigan City, Indiana 46360

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959795 - XXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:32:27 PM

**City/State/Zip:** Reston, Virginia 20190

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959799 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:32:55 PM

**City/State/Zip:** Portland, Oregon 97224

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959802 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:11 PM

**City/State/Zip:** Sun Lakes, Arizona 85248

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960125 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:20:09 PM

**City/State/Zip:** Conneaut, Ohio 44030

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959803 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:11 PM

**City/State/Zip:** Medford, New Jersey 08055

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959804 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:23 PM

**City/State/Zip:** Tempe, Arizona 85283

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959806 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:29 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959808 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:34 PM

**City/State/Zip:** Buffalo, New York 14226

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959811 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:43 PM

**City/State/Zip:** Las Vegas, Nevada 89104

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959812 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:48 PM

**City/State/Zip:** San Francisco, California 94102

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959813 - XXXXXX XXXX's XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:51 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959815 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:52 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959816 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:33:52 PM

**City/State/Zip:** Portland, Oregon 97266

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 959817 - XXXXXXXX XXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:34:24 PM

**City/State/Zip:** Milford, Massachusetts 01757

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959818 - Tom's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:34:41 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 959821 - X XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:35:05 PM

**City/State/Zip:** State University, Arkansas 72467

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959822 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:35:05 PM

**City/State/Zip:** Vancouver, Washington 98685

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959823 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:35:06 PM

**City/State/Zip:** Wichita, Kansas 67218

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959825 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:35:19 PM

**City/State/Zip:** Roosevelt, New Jersey 08555

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959827 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:35:26 PM

**City/State/Zip:** Saint Louis, Missouri 63123

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users prefer zero-rated content over content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers paying new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create motive for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans remove the choice to use the applications of MY choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They punish me and other users for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I beseech the FCC to investigate AT&T for using this zero rating scheme to maneuver around the Open Internet rules.

Altogether, these practices prove what we've always suspected: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans must be investigated and stopped. It's the FCC's JOB to protect consumers from these kinds of abuses by AT&T and other companies. Meanwhile, Congress must demand the FCC to do its job and make these companies follow the rules.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959830 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:36:08 PM

**City/State/Zip:** Huntsville, Alabama 35810

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959831 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:36:19 PM

**City/State/Zip:** Shelby Township, Michigan 48317

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959835 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:37:02 PM

**City/State/Zip:** Cambridge, Massachusetts 02139

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 959836 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:37:11 PM

**City/State/Zip:** Waianae, Hawaii 96792

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959837 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:37:16 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959838 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:37:40 PM

**City/State/Zip:** Sodus, Michigan 49126

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959840 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:37:52 PM

**City/State/Zip:** Portland, Oregon 97222

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959841 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:37:52 PM

**City/State/Zip:** Stoneham, Massachusetts 02180

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959842 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:37:55 PM

**City/State/Zip:** Saginaw, Michigan 48603

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959843 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:37:57 PM

**City/State/Zip:** Pasadena, Maryland 21122

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959847 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:38:19 PM

**City/State/Zip:** Orange Park, Florida 32073

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959852 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:38:54 PM

**City/State/Zip:** Redding, California 96002

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959853 - Mary's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:39:06 PM

**City/State/Zip:** Redlands, California 92374

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 959855 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:39:11 PM

**City/State/Zip:** Greenville, South Carolina 29617

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959856 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:39:12 PM

**City/State/Zip:** Tucson, Arizona 85736

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959857 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:39:24 PM

**City/State/Zip:** Saint Louis, Missouri 63103

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959859 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:39:32 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959863 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:40:52 PM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959875 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:44:40 PM

**City/State/Zip:** Park City, Utah 84068

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959866 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:41:19 PM

**City/State/Zip:** Worcester, Massachusetts 01604

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959878 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:45:34 PM

**City/State/Zip:** Windermere, Florida 34786

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959925 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:00:35 PM

**City/State/Zip:** Milwaukee, Wisconsin 53217

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 961546 - X XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 6:46:18 PM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959871 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:42:48 PM

**City/State/Zip:** Hazleton, Pennsylvania 18201

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959874 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:44:01 PM

**City/State/Zip:** Galesburg, Illinois 61401

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959876 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:45:10 PM

**City/State/Zip:** Chico, California 95973

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959883 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:47:39 PM

**City/State/Zip:** Abernathy, Texas 79311

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959880 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:46:24 PM

**City/State/Zip:** Huntersville, North Carolina 28078

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959881 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 2:47:18 PM

**City/State/Zip:** Vista, California 92084

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960036 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:11:11 PM

**City/State/Zip:** Pueblo, Colorado 81007

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959924 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:00:32 PM

**City/State/Zip:** Citrus Heights, California 95610

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959917 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:00:03 PM

**City/State/Zip:** Covington, Georgia 30016

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959918 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:00:04 PM

**City/State/Zip:** Thornton, Colorado 80229

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959919 - Rita's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:00:11 PM

**City/State/Zip:** Maricopa, Arizona 85139

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959921 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:00:18 PM

**City/State/Zip:** Jamaica, New York 11435

**Company Complaining About:** Comcast

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## **Description**

Zero-rating is an attempt to impose censorship in violation of law and to benefit from it illicitly. FCC pandering to moneyed interests is illegal.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959923 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:00:24 PM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959926 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:00:37 PM

**City/State/Zip:** Douglassville, Pennsylvania 19518

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959927 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:00:39 PM

**City/State/Zip:** Elizabethtown, Kentucky 42701

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959929 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:00:45 PM

**City/State/Zip:** Mesa, Arizona 85202

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959930 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:00:49 PM

**City/State/Zip:** Whittier, California 90606

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses--except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from this kind of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959931 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:01:00 PM

**City/State/Zip:** Valley Stream, New York 11581

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 959932 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:01:05 PM

**City/State/Zip:** Mesa, Arizona 85202

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

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**Ticket: # 959935 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:01:23 PM

**City/State/Zip:** Homestead, Florida 33030

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

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**Ticket: # 959936 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:01:33 PM

**City/State/Zip:** Penngrove, California 94951

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 959937 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:01:34 PM

**City/State/Zip:** Thornton, Colorado 80229

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959938 - X XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:01:36 PM

**City/State/Zip:** State University, Arkansas 72467

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 959939 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:01:48 PM

**City/State/Zip:** Downingtown, Pennsylvania 19335

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

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Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 959940 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:01:57 PM

**City/State/Zip:** Culver City, California 90232

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

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(b) (6)

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[Ticket: # 959941 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:02:17 PM

**City/State/Zip:** Rapid City, South Dakota 57701

**Company Complaining About:** Verizon

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## Description

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Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 959942 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:02:18 PM

**City/State/Zip:** Larkspur, California 94939

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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(b) (6)

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**Ticket: # 959943 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:02:40 PM

**City/State/Zip:** Tracy, California 95391

**Company Complaining About:** Comcast

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## **Description**

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I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

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(b) (6)

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**Ticket: # 959944 - XX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:02:48 PM

**City/State/Zip:** Carrsville, Virginia 23315

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959945 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:03:11 PM

**City/State/Zip:** Anaheim, California 92802

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959966 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:35 PM

**City/State/Zip:** Hanford, California 93230

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959946 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:03:14 PM

**City/State/Zip:** Mishawaka, Indiana 46544

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959947 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:03:15 PM

**City/State/Zip:** Raceland, Louisiana 70394

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959948 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:03:22 PM

**City/State/Zip:** South Beach, Oregon 97366

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959949 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:03:24 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959950 - Jeffrey's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:03:27 PM

**City/State/Zip:** Henderson, Nevada 89014

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

P.S. We shouldn't have to go through this again just because the cable companies decided that they don't like the ruling that was given fairly despite the dirty tricks, paid for lobbying, and bribes they put

out there. If anything they should be punished harshly for trying to repeatedly game the system despite the rulings.

(b) (6)

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**Ticket: # 959951 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:03:33 PM

**City/State/Zip:** Yorktown Heights, New York 10598

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959952 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:03:41 PM

**City/State/Zip:** New York, New York 10040

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959954 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:03:54 PM

**City/State/Zip:** Lubbock, Texas 79424

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers or mob bosses performing a shake-down.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Although I've been a long time customer, if AT&T does not adhere to the FCC's Net Neutrality rules, I will no longer continue to pay for their services. I will also inform as many people as I can of this corrupt behavior.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959967 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:40 PM

**City/State/Zip:** North Las Vegas, Nevada 89031

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959955 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:03:58 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15216

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959957 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:19 PM

**City/State/Zip:** Fairfax, Virginia 22030

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959958 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:20 PM

**City/State/Zip:** Sparks, Nevada 89434

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959959 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959962 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:04:27 PM

**City/State/Zip:** Sacramento, California 95811

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959964 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:33 PM

**City/State/Zip:** Forest Lake, Minnesota 55025

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959965 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:34 PM

**City/State/Zip:** Wethersfield, Connecticut 06109

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959968 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:44 PM

**City/State/Zip:** Bronx, New York 10463

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959969 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:44 PM

**City/State/Zip:** San Francisco, California 94112

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959970 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:46 PM

**City/State/Zip:** Grand Junction, Colorado 81503

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959973 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:58 PM

**City/State/Zip:** Alton, Illinois 62002

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959974 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:04:59 PM

**City/State/Zip:** Augusta, Georgia 30907

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959975 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:05:09 PM

**City/State/Zip:** Victor, New York 14564

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959977 - XXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:05:42 PM

**City/State/Zip:** Stuart, Florida 34997

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959979 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:05:46 PM

**City/State/Zip:** Folsom, California 95630

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959980 - Corey Ector's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:05:57 PM

**City/State/Zip:** Carrollton, Georgia 30116

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers. They hold no grounds to wrongfully impose these sort of things onto the average customer. Why on earth should providers like AT&T benefit from this while their customers get shafted due to their obsessive greed & out-of-touch attitudes?

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959981 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:06:01 PM

**City/State/Zip:** Round Rock, Texas 78681

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959982 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:06:13 PM

**City/State/Zip:** New Ulm, Minnesota 56073

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959983 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:06:24 PM

**City/State/Zip:** Canyon Country, California 91351

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959984 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:06:29 PM

**City/State/Zip:** Novato, California 94949

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959986 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:06:40 PM

**City/State/Zip:** Shelley, Idaho 83274

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959989 - XXX XXXXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:06:49 PM

**City/State/Zip:** Stuart, Florida 34997

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959999 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:08:05 PM

**City/State/Zip:** New York, New York 10027

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959992 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:07:02 PM

**City/State/Zip:** Chevy Chase, Maryland 20815

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959993 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:07:22 PM

**City/State/Zip:** Long Beach, California 90807

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 959994 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:07:23 PM

**City/State/Zip:** Billings, Montana 59102

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959995 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:07:36 PM

**City/State/Zip:** Charlotte, North Carolina 28213

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 959996 - derek & ann legg's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:07:40 PM

**City/State/Zip:** Richmond, California 94804

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 959997 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:07:50 PM

**City/State/Zip:** Teaneck, New Jersey 07666

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960000 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:08:19 PM

**City/State/Zip:** Portland, Oregon 97222

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960001 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:08:32 PM

**City/State/Zip:** Columbus, Ohio 43220

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960002 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:08:34 PM

**City/State/Zip:** Los Angeles, California 90056

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960004 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:08:37 PM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960035 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:11:11 PM

**City/State/Zip:** Spokane, Washington 99224

**Company Complaining About:** Verizon

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## **Description**

I am making a plea. Save our Internet culture NOW before it is too late, and make obvious the schemes in place threatening our internet freedom. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same greedy cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960006 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:08:52 PM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960007 - Belen's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:08:56 PM

**City/State/Zip:** Kingsville, Texas 78363

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960009 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:09:02 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960010 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:09:03 PM

**City/State/Zip:** Mont Clare, Pennsylvania 19453

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960011 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:09:13 PM

**City/State/Zip:** Rapid City, South Dakota 57701

**Company Complaining About:** Verizon

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## **Description**

I am a loyal customer and have been for most of the last 11 years. I do love your cell coverage and quality and the amazing customer service I get no matter the topic or location (phone or store) that I receive. Please do the ethical thing here and listen to your customers :)

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960012 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:09:14 PM

**City/State/Zip:** Hanover, Pennsylvania 17331

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960013 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:09:17 PM

**City/State/Zip:** North Olmsted, Ohio 44070

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960015 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:09:31 PM

**City/State/Zip:** Palm Springs, California 92262

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960037 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:11:19 PM

**City/State/Zip:** Palm Bay, Florida 32907

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960019 - Cameron's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:09:58 PM

**City/State/Zip:** Chickasha, Oklahoma 73018

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960020 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:09:58 PM

**City/State/Zip:** Salt Lake City, Utah 84123

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960022 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:10:11 PM

**City/State/Zip:** Fairfax, Virginia 22030

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960025 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:10:17 PM

**City/State/Zip:** Aurora, Illinois 60505

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960027 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:10:30 PM

**City/State/Zip:** San Diego, California 92128

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960028 - Robert D. Missimer. Jr.'s complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:10:42 PM

**City/State/Zip:** Malvern, Pennsylvania 19355

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960030 - XXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:10:50 PM

**City/State/Zip:** Saint Louis, Missouri 63119

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960032 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:10:56 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960038 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:11:28 PM

**City/State/Zip:** San Diego, California 92128

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960040 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:11:39 PM

**City/State/Zip:** Montgomery Village, Maryland 20886

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960041 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:11:43 PM

**City/State/Zip:** Belmont, Massachusetts 02478

**Company Complaining About:** T Mobile

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## **Description**

I am registering my strenuous objection to stealthy, back-door violations of your net neutrality provisions on the part of large ISPs. T-Mobile is a case in point. What is happening (throttling customer bandwidth and downloads from many media sites. The cable and phone companies that are doing this are breaking your rules and must be stopped and fined immediately.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960044 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:12:08 PM

**City/State/Zip:** San Jose, California 95129

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960045 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:09 PM

**City/State/Zip:** Lambertville, New Jersey 08530

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast is doing everything it can to get around the rules. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960046 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:10 PM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960047 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:11 PM

**City/State/Zip:** Rhinebeck, New York 12572

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960048 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:14 PM

**City/State/Zip:** Renton, Washington 98058

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. I will be more than happy to respond.

(b) (6)

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**Ticket: # 960049 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:15 PM

**City/State/Zip:** Manassas, Virginia 20109

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960051 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:21 PM

**City/State/Zip:** Contoocook, New Hampshire 03229

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 960052 - Helen's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:12:31 PM

**City/State/Zip:** Reno, Nevada 89508

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960063 - Gary's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:58 PM

**City/State/Zip:** Newport Beach, California 92661

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

The people of the USA built and paid for the Internet so it shouldn't be given to these companies to gouge or restrict our use.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 960053 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:32 PM

**City/State/Zip:** Saint Paul, Minnesota 55116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960054 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:37 PM

**City/State/Zip:** Fairfax, Virginia 22030

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960055 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:38 PM

**City/State/Zip:** Springfield, Missouri 65807

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960056 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:12:42 PM

**City/State/Zip:** Mont Clare, Pennsylvania 19453

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960057 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:44 PM

**City/State/Zip:** Skiatook, Oklahoma 74070

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960061 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:54 PM

**City/State/Zip:** Dillon, Colorado 80435

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960062 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:12:55 PM

**City/State/Zip:** Englewood, Florida 34224

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960064 - XXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:13:04 PM

**City/State/Zip:** Saint Paul, Minnesota 55116

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960065 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:13:11 PM

**City/State/Zip:** Boulder, Colorado 80306

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960066 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:13:29 PM

**City/State/Zip:** Houston, Texas 77014

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960068 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:13:53 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960073 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:14:41 PM

**City/State/Zip:** Chehalis, Washington 98532

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960076 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:15:00 PM

**City/State/Zip:** Rochester Hills, Michigan 48306

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960085 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:15:36 PM

**City/State/Zip:** Manteca, California 95337

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern:

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960086 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:15:36 PM

**City/State/Zip:** Nampa, Idaho 83651

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960078 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:15:03 PM

**City/State/Zip:** San Diego, California 92104

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960079 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:15:07 PM

**City/State/Zip:** Trenton, Michigan 48183

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960081 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:15:15 PM

**City/State/Zip:** Vero Beach, Florida 32960

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960084 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:15:26 PM

**City/State/Zip:** Los Angeles, California 90027

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960088 - XXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:15:58 PM

**City/State/Zip:** Santa Clara, California 95050

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960089 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:16:00 PM

**City/State/Zip:** Augusta, Georgia 30907

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960090 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:16:17 PM

**City/State/Zip:** Thompsons Station, Tennessee 37179

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960092 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:16:23 PM

**City/State/Zip:** Detroit, Michigan 48210

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960094 - Agostino Notarianni's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:16:25 PM

**City/State/Zip:** Goodyear, Arizona 85338

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960096 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:16:40 PM

**City/State/Zip:** Palm Beach Gardens, Florida 33403

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960097 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:16:49 PM

**City/State/Zip:** Van Nuys, California 91401

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960098 - XXXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:16:53 PM

**City/State/Zip:** Lake Peekskill, New York 10537

**Company Complaining About:** Verizon

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## **Description**

What's next? Is this the beginning?

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960099 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:17:02 PM

**City/State/Zip:** Round Rock, Texas 78664

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 960100 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:17:01 PM

**City/State/Zip:** Dorothy, New Jersey 08317

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960101 - P.'s complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:17:05 PM

**City/State/Zip:** Reno, Nevada 89502

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960102 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:17:11 PM

**City/State/Zip:** Hudson, New York 12534

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960130 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:20:26 PM

**City/State/Zip:** Kihei, Hawaii 96753

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960103 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:17:12 PM

**City/State/Zip:** Champaign, Illinois 61820

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960104 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:17:15 PM

**City/State/Zip:** Aurora, Colorado 80010

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960105 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:17:18 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960106 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:17:22 PM

**City/State/Zip:** New York, New York 10024

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960107 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:17:29 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960108 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:17:29 PM

**City/State/Zip:** Ithaca, New York 14850

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960109 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:18:02 PM

**City/State/Zip:** Alexandria, Virginia 22301

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960110 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:18:02 PM

**City/State/Zip:** Kalamazoo, Michigan 49004

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960123 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:19:54 PM

**City/State/Zip:** Carrollton, Texas 75007

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960111 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:18:10 PM

**City/State/Zip:** Othello, Washington 99344

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960116 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:18:57 PM

**City/State/Zip:** Englewood, Colorado 80111

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960120 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:19:19 PM

**City/State/Zip:** Jacksonville, Florida 32225

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960124 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:20:01 PM

**City/State/Zip:** Wooster, Ohio 44691

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. (This was pregenerated but I have read it.)

(b) (6)

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**Ticket: # 960185 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:27:15 PM

**City/State/Zip:** Tacoma, Washington 98402

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960128 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:20:21 PM

**City/State/Zip:** Hendersonville, Tennessee 37077

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960131 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:20:29 PM

**City/State/Zip:** Los Angeles, California 90022

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960132 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:20:33 PM

**City/State/Zip:** Somerville, Massachusetts 02143

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960134 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:20:48 PM

**City/State/Zip:** Los Angeles, California 90022

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960135 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:20:49 PM

**City/State/Zip:** Tucson, Arizona 85704

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Rules and laws are for everyone connected to the law or rule. They should be enforced across the board and no one should be exempt. These ISPs are trying to skirt the law!! The consumer, as usual, suffers. Please do your job and make these companies obey the law.

(b) (6)

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**Ticket: # 960136 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:20:53 PM

**City/State/Zip:** Havertown, Pennsylvania 19083

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960137 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:20:54 PM

**City/State/Zip:** Carol Stream, Illinois 60188

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960138 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:21:21 PM

**City/State/Zip:** Charleston, South Carolina 29407

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 960139 - XXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:21:39 PM

**City/State/Zip:** Middleburg, Florida 32068

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960140 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:21:43 PM

**City/State/Zip:** San Jose, California 95130

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960141 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:21:43 PM

**City/State/Zip:** Tylertown, Mississippi 39667

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960143 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:22:02 PM

**City/State/Zip:** Cuyahoga Falls, Ohio 44223

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960144 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:22:20 PM

**City/State/Zip:** Akron, Ohio 44312

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960146 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:22:29 PM

**City/State/Zip:** Arlington, Virginia 22202

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960148 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:22:35 PM

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

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960150 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:23:11 PM

**City/State/Zip:** Andover, Minnesota 55304

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. (If you really want, you can call me at 651-468-8446 to discuss this. Fair markets and open accessibility of the Internet are both very important to me, and it seems that cable & telecom companies are threatening both.)

(b) (6)

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**Ticket: # 960151 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:23:14 PM

**City/State/Zip:** Lyman, South Carolina 29365

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960152 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:23:25 PM

**City/State/Zip:** Rohnert Park, California 94928

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

((SFRI))---- DO NOT MESS WITH OUR INTERNET!!!!!! IF YOU DO IT WILL BE A VIOLATION OF OUR FREEDOM OF SPEECH !!!!! WE WILL NOT LET YOU DO THIS, AND NEITHER WILL THE PRESIDENT!!!!!!!!!!!!!!!!!! BACK OFF!!!!!! DO NOT TOUCH OUR INTERNET IN ANY WAY!!!!!!!!!! THE ONLY REASON YOU DID THIS WAS TO RAKE IN VERY MUCH MORE PROFIT !!!!! YOU SELFISH, GREEDY, MISCREANT JERKS!!!!!!!!!! BACK OFF!!!!!!!!!! WE WILL NOT LET YOU DO THIS!!!!!!!!!! You bought the internet. The president let you do this. But when he said no to you shutting us down and then reconfiguring everything so that we would have to pay for every letter and word entered - - - - THAT'S WHEN THE PRESIDENT SAID NO!!!!!! AND THAT IS STILL THE ANSWER YOU WIL GET!!!!!! YOU MADE A HUGE MISTAKE WITH YOUR AVARICE - - - - AND NOW YOU CANNOT GET YOUR MONEY BACK!!!!!! YOU CANNOT DO THIS BY VIOLATING OUR FREEDOM OF SPEECH!!!!!! BACK OFF JERKS!!!!!! WE ALL HATE YOU!!!!!!!!!!!!!! I HOPE YOU LOSE YOUR SHIRTS HERE, AND GO OUT OF BUSINESS!!!!!!!!!!!!!!!!!!!!!!

(b) (6)

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**Ticket: # 960155 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:23:33 PM

**City/State/Zip:** Steinhatchee, Florida 32359

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960156 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:23:47 PM

**City/State/Zip:** Westminster, Colorado 80030

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960158 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:23:54 PM

**City/State/Zip:** Duarte, California 91010

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960162 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:24:18 PM

**City/State/Zip:** Bainbridge Island, Washington 98110

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960164 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:24:43 PM

**City/State/Zip:** North Fork, California 93643

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960165 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:24:52 PM

**City/State/Zip:** Duarte, California 91010

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960166 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:25:19 PM

**City/State/Zip:** Bellingham, Washington 98226

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960167 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:25:23 PM

**City/State/Zip:** Flint, Michigan 48507

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960168 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:25:26 PM

**City/State/Zip:** Fresno, California 93710

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960169 - XXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:25:27 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

I am a T-Mobile subscriber and for the most part I am pleased with their service and politics. But...

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960170 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:25:41 PM

**City/State/Zip:** Tallahassee, Florida 32312

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960171 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:26:07 PM

**City/State/Zip:** Cottage Grove, Wisconsin 53527

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 960172 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:26:11 PM

**City/State/Zip:** Bronx, New York 10467

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960174 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:26:16 PM

**City/State/Zip:** Bryan, Texas 77801

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960176 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:26:36 PM

**City/State/Zip:** Stafford, New York 14143

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960177 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:26:41 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960178 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:26:45 PM

**City/State/Zip:** Tallahassee, Florida 32312

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020848 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:26:25 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15222

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960475 - X X's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:01:14 PM

**City/State/Zip:** Ukiah, California 95482

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960180 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:26:54 PM

**City/State/Zip:** Knoxville, Tennessee 37922

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960182 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:27:00 PM

**City/State/Zip:** Stafford, New York 14143

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960186 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:27:25 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960187 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:27:49 PM

**City/State/Zip:** Los Angeles, California 90065

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960192 - XXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:28:22 PM

**City/State/Zip:** San Antonio, Texas 78233

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960195 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:28:27 PM

**City/State/Zip:** Albuquerque, New Mexico 87110

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

(b) (6)

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**Ticket: # 960196 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:28:29 PM

**City/State/Zip:** Greenfield, Massachusetts 01301

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960197 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:28:36 PM

**City/State/Zip:** Fallbrook, California 92088

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960198 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:28:43 PM

**City/State/Zip:** Newport, New Hampshire 03773

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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[Ticket: # 960201 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:28:56 PM

**City/State/Zip:** Statesville, North Carolina 28625

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960202 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:28:56 PM

**City/State/Zip:** Ukiah, California 95482

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

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**Ticket: # 960204 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:29:13 PM

**City/State/Zip:** Albuquerque, New Mexico 87110

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960206 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:29:25 PM

**City/State/Zip:** Flint, Michigan 48507

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960208 - XXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:29:28 PM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960210 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:30:08 PM

**City/State/Zip:** Glendale, California 91208

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960211 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:30:12 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960213 - Tony's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:30:16 PM

**City/State/Zip:** Lansing, Michigan 48910

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960215 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:30:32 PM

**City/State/Zip:** Meridian, Idaho 83642

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960216 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:30:38 PM

**City/State/Zip:** Justice, Illinois 60458

**Company Complaining About:** Comcast

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## **Description**

This is a zero-rating concern, as the following form text somehow fails to explicitly mention. This practice is clearly anticompetitive.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for reasons of avoiding retaliation, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960217 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:30:41 PM

**City/State/Zip:** San Bernardino, California 92407

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960218 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:30:47 PM

**City/State/Zip:** Fallbrook, California 92088

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960219 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:30:56 PM

**City/State/Zip:** Deland, Florida 32720

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960220 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:31:07 PM

**City/State/Zip:** Trenton, New Jersey 08690

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960221 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:31:08 PM

**City/State/Zip:** Middletown, New York 10941

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960222 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:31:10 PM

**City/State/Zip:** Canyon, Texas 79015

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 960223 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:31:21 PM

**City/State/Zip:** Litchfield, Ohio 44253

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960224 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:31:23 PM

**City/State/Zip:** Eatontown, New Jersey 07724

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960226 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:31:45 PM

**City/State/Zip:** Springfield, Oregon 97478

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960228 - sandra's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:31:59 PM

**City/State/Zip:** Indianapolis, Indiana 46224

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960230 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:32:02 PM

**City/State/Zip:** Akron, Ohio 44302

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960232 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:32:13 PM

**City/State/Zip:** Greenville, South Carolina 29607

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960235 - XXXX XX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:32:44 PM

**City/State/Zip:** San Antonio, Texas 78247

**Company Complaining About:** AT&T

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## Description

These companies will do anything for MONEY and to further CONTROL the public. Fuck. That.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960236 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:32:47 PM

**City/State/Zip:** Dallas, Texas 75212

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960247 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:34:19 PM

**City/State/Zip:** Plano, Texas 75075

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 960239 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:32:55 PM

**City/State/Zip:** Crockett, California 94525

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960240 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:32:57 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960242 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:33:06 PM

**City/State/Zip:** Denver, Colorado 80210

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960243 - Dale's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:33:24 PM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 960244 - Andrew's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:33:38 PM

**City/State/Zip:** Whittier, North Carolina 28789

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC must put a stop to it. Furthermore, this decision must not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960245 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:34:13 PM

**City/State/Zip:** Saline, Michigan 48176

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960248 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:34:26 PM

**City/State/Zip:** Newton, New Jersey 07860

**Company Complaining About:** Comcast

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## **Description**

I'm Connor, a customer of Comcast (due to its monopoly in my area) and I can be reached at 848.218.0683.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

(b) (6)

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[Ticket: # 960249 - XXXXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:34:27 PM

**City/State/Zip:** Cullman, Alabama 35057

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960250 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:34:38 PM

**City/State/Zip:** Waterloo, New York 13165

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960251 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:34:53 PM

**City/State/Zip:** Siloam Springs, Arkansas 72761

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960252 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:34:54 PM

**City/State/Zip:** North Hollywood, California 91605

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960253 - Daniel's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:35:03 PM

**City/State/Zip:** Gadsden, Arizona 85336

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960254 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:35:07 PM

**City/State/Zip:** Cupertino, California 95014

**Company Complaining About:** AT&T

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## **Description**

Dear Sir/Madam:

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Just last week I received a letter from AT&T that stated that they would start limiting internet data in my home in a manner similar to my cell phone data plan. They already charge for "high-speed" internet connection, now they would like to dictate or make additional revenue from services that I already subscribe to such as Amazon Prime, Netflix, and Hulu. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: I can be reached via phone at (714) 454-7079 or my e-mail: (b) (6)

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**Ticket: # 960255 - X XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:35:15 PM

**City/State/Zip:** Wyoming, Michigan 49519

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960258 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:35:41 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 960259 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:35:42 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960261 - XXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:35:50 PM

**City/State/Zip:** Jackson, Mississippi 39206

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 960264 - XXXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:35:53 PM

**City/State/Zip:** North Richland Hills, Texas 76180

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960265 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:35:56 PM

**City/State/Zip:** Los Angeles, California 90049

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960266 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:36:00 PM

**City/State/Zip:** Fort Collins, Colorado 80524

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960269 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:36:09 PM

**City/State/Zip:** Libby, Montana 59923

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960270 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:36:10 PM

**City/State/Zip:** Lenexa, Kansas 66219

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 960271 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:36:12 PM

**City/State/Zip:** Charlotte, North Carolina 28277

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 960272 - Hannah's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:36:14 PM

**City/State/Zip:** Newton Center, Massachusetts 02459

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 960273 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:36:23 PM

**City/State/Zip:** Portland, Oregon 97212

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960274 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:36:31 PM

**City/State/Zip:** Woodinville, Washington 98072

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960277 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:36:46 PM

**City/State/Zip:** Portland, Oregon 97233

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 960278 - Jennifer's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:37:12 PM

**City/State/Zip:** Oak Forest, Illinois 60452

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 960281 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:37:27 PM

**City/State/Zip:** Canton, Ohio 44704

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 960282 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:37:34 PM

**City/State/Zip:** Kansas City, Missouri 64151

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 960284 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:37:37 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 960285 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:37:42 PM

**City/State/Zip:** Rancho Cucamonga, California 91730

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 960287 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:37:55 PM

**City/State/Zip:** Summerville, South Carolina 29485

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 960289 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:38:15 PM

**City/State/Zip:** Westfield, Massachusetts 01085

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 960291 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:38:17 PM

**City/State/Zip:** Pacific Grove, California 93950

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

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As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 960292 - Joseph's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:38:29 PM

**City/State/Zip:** Everett, Washington 98203

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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(b) (6)

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**Ticket: # 960293 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:38:30 PM

**City/State/Zip:** Longmont, Colorado 80503

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960294 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:38:39 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960297 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:39:02 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19128

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960298 - Patricia's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:39:08 PM

**City/State/Zip:** Kent, Ohio 44240

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960299 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:39:18 PM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960301 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:39:32 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 960303 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 3:39:47 PM

**City/State/Zip:** New York, New York 10014

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960305 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:40:19 PM

**City/State/Zip:** Lexington, Kentucky 40502

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960306 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:40:21 PM

**City/State/Zip:** Woodstock, Georgia 30188

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960307 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:40:26 PM

**City/State/Zip:** Miami, Florida 33161

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960308 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:40:27 PM

**City/State/Zip:** Riverside, California 92501

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960309 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:40:43 PM

**City/State/Zip:** Milford, Ohio 45150

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 960310 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:40:49 PM

**City/State/Zip:** Manchester, Maryland 21102

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960311 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:40:57 PM

**City/State/Zip:** Birmingham, Alabama 35228

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960313 - XX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:41:06 PM

**City/State/Zip:** Mason, Ohio 45040

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960314 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:41:13 PM

**City/State/Zip:** Poughkeepsie, New York 12603

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960327 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:42:35 PM

**City/State/Zip:** Leesburg, Virginia 20175

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960317 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:41:37 PM

**City/State/Zip:** Brookline, Massachusetts 02445

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960320 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:42:12 PM

**City/State/Zip:** Greenbank, Washington 98253

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960322 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:42:14 PM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast

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## **Description**

You have to stop the immoral actions of these providers.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960323 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:42:15 PM

**City/State/Zip:** Port Reading, New Jersey 07064

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960324 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 3:42:17 PM

**City/State/Zip:** Queens Village, New York 11427

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 666088 - Comcast data cap](#)

**Date:** 11/19/2015 3:02:24 PM

**City/State/Zip:** Baltimore, Maryland 21781

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap program — which it ridiculously calls a "Data Usage Plan" — is purely a money grab. In fact, Comcast is perfectly happy to remove data caps from customers' accounts if they're willing to cough up an extra \$35 per month on top of their already-pricey Internet subscriptions.

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[Ticket: # 666037 - Comcast using data caps to prioritize its own video service](#)

**Date:** 11/19/2015 2:56:09 PM

**City/State/Zip:** Sterling Heights, Michigan 48313-1213

**Company Complaining About:** Comcast

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## **Description**

Comcast has just announced that they are rolling out an IPTV service ("Stream TV") for their Xfinity service that does not count against their data caps. A careful reading of the FCC's Open Internet/Network Neutrality guidelines indicates that Comcast using data caps to unfairly prioritize its own content, and charging extra (in this case directly to consumers, not content providers) to those who don't use their own content service, is a violation of the Open Internet/Net Neutrality standards the FCC recently imposed.

While Comcast has not rolled out its data caps (sorry Comcast, you can call them "Data Usage Thresholds" or anything else you want, but if it looks like a duck and quacks like a duck, it's a duck, and your "Data Usage Thresholds" sound exactly like the data caps that I would be restricted to in a mobile broadband plan) to my service area, nor has it rolled out its IPTV service in my area, it is only a matter of time before this abuse of their localized broadband monopoly (while I technically have a choice in ISP, the highest priced service tier the competition offers can't even provide service that meets the FCC's minimal standard of broadband) impacts my ability to enjoy the content that I want to, when I want to.

I request that the FCC disallow Comcast from exempting their IPTV service from its data caps.

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[Ticket: # 666063 - Comcast](#)

**Date:** 11/19/2015 2:59:09 PM

**City/State/Zip:** Fremont, California 94539

**Company Complaining About:** Comcast

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## **Description**

Please prevent Comcast from implementing data caps. It's bad for everyone- and they are lying.

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**Ticket: # 666089 - Comcast Data Cap**

**Date:** 11/19/2015 3:02:29 PM

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

**Company Complaining About:** Comcast

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## **Description**

About 80% of American homes and businesses have broadband internet. As a first world country, it has become very important for American jobs, education and communication. It is more like a utility now than ever. Comcast is aware that we have a growing dependence on it. Comcast also has a monopoly on broadband internet in many areas where it is the only provider. Taking advantage of their position, Comcast is working to implement data caps to charge people for overages, for no other reason than to get more of their money. If they are allowed to do this, people will have no choice but to limit broadband usage, pay overage fees, or go into debt or lose their service, a service which has become necessary for many people's livelihoods.

Usage caps will inevitably stifle progress and innovation. Historically, new internet based services have been utilizing more and more data as we keep up technologically with other first world countries. If broadband data becomes something Americans must constantly monitor and use sparingly to avoid unnecessary penalties, new and exciting products that use larger amounts of data might never come to be, at least not for us.

If Comcast is allowed to do this, other providers will also, as we've seen with the mobile industry.

This issue affects all broadband users, not just Comcast subscribers.

Please consider investigating the intentions of Comcast and the effects this action will have on citizens and businesses.

Thank you.

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**Ticket: # 666093 - ISP implementation of data usage caps**

**Date:** 11/19/2015 3:03:06 PM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** Comcast

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## **Description**

Comcast has started to expand their data cap program where costumers of their high speed internet is limited to 300gigs of activity before they are forced to pay a penalty for going over the cap. This program is another way for Comcast to shortchange their costumers and force more revenue out of their existing subscribers without providing any innovation or new products. Internal memos from Comcast makes it clear that it is not an issue of "network congestion" and there are no good reasons why this new plan should be implemented except to generate more revenue for the company. And due to the lack of real competition in terms of internet service providers, Comcast is able to force this onto their costumers.

The FCC needs to start regulating ISPs so they are no longer able to essentially hold monopolies over their costumers and charge ridiculous fees without providing additional services.

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**Ticket: # 666109 - Comcast**

**Date:** 11/19/2015 3:05:54 PM

**City/State/Zip:** Gresham, Oregon 97080

**Company Complaining About:** Comcast

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## **Description**

Comcast introducing data caps is wrong since they are dealing with an infinite resource. There is no viable competition in their regions. They price gouge and that is evident by huge price cuts when a viable competitor (such as Google Fiber) enters the market.

Internet is being used as an everyday resource whether it be for recreational purposes or for basic necessary communication. It needs to be classified as a utility similar to water or energy.

Please do not let a giant monopoly like Comcast dictate the way we communicate with the world around us.

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**Ticket: # 666140 - Data Caps**

**Date:** 11/19/2015 3:14:52 PM

**City/State/Zip:** Spokane, Washington 99201

**Company Complaining About:** Comcast

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### **Description**

Although I am not affected as of now, I along with all Comcast customers will eventually be subjected to data caps. Data caps are freaking a money grab by Comcast. They do not help relieve congestion on the internet, rather they are for making more money and that only. Please put a stop to this practice before it becomes the norm.

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[Ticket: # 666144 - Opposition to data caps](#)

**Date:** 11/19/2015 3:15:42 PM

**City/State/Zip:** Jamaica Plain, Massachusetts 02130

**Company Complaining About:** Comcast

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## **Description**

Dear FTC,

I do not live in a market that is subject to Comcast's data caps, but I believe I soon will be. These caps are objectively unfair and a blatant money grab by a corporation that has shown no remorse for decisions that hurt customers just to improve their bottom line. The internet is a vital tool for the growth of our country and economy and allowing telecoms like Comcast to strangle us with data caps will set back innovation, cost us billions of dollars, and slow down our progress.

Comcast should be regulated. They should be forced to compete with other companies on price. They should be forced to sell NBC so that they have no stake in what content is delivered, only that content is delivered quickly and efficiently.

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**Ticket: # 666166 - Comcast Data Caps**

**Date:** 11/19/2015 3:19:29 PM

**City/State/Zip:** Charleston, South Carolina 29412

**Company Complaining About:** Comcast

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## **Description**

I believe that Comcast setting a cap on Internet is unfair and unjust. We as consumers should have the right to use the utility in our home without any boundaries. These data caps will surely set a new standard across the country which will do nothing but stunt the progress of Internet based streaming services.

Comcast was not upfront with consumers on the data caps being put into place, or else I would have opted to use a different ISP.

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**Ticket: # 666246 - Comcast and other ISPs Net Neutrality**

**Date:** 11/19/2015 3:31:11 PM

**City/State/Zip:** Seattle, Washington 98101

**Company Complaining About:** Comcast

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## **Description**

I am not a Comcast customer however I am complaining about the effects of Comcast's anti-competitive and anti-net neutrality actions' effect on non-comcast customers. Here is a recent examples of Comcast violating net neutrality: they have implemented data caps in various markets, effectively charging more for customers who use streaming services. Now they go around and exempt their streaming content from their caps. <http://arstechnica.com/business/2015/11/comcast-launches-online-tv-service-that-doesnt-count-against-data-caps/>

This is a horrendous violation of net neutrality and it affects non-comcast customers as much as comcast customers. This article outlines why this is an issue: <http://bgr.com/2015/11/19/comcast-data-cap-2015-bad-for-us-all/>. I will summarize the major points here.

1) When Comcast sets caps in a market, it will incentive what little competition we have to also create caps. This effectively inhibits those customer's use of high bandwidth services like streaming video (hd and 4k) and video games. They are getting around the FCC's banning of paid fast lanes by adding caps and directly charging customers an extra premium to use the data required for those services. This is simply an attempt to use their monopoly power to save their dying cable business model. When companies like Verizon/ATT do this it is even more deplorable as Verizon and ATT frequently encourage customers to use their home/land ISP connection to avoid overage data charges on mobile networks. This effectively forces customers to pay for cap overages on all their networks. Land-based connections should not be capped especially when they are now selling higher speed connections in which you can use exceed the monthly cap in a few hours. You need to pass regulation to ban the practice of caps.

2) These practices may effectively kill future inventions and innovation. What will happen when the next entrepreneur or engineer comes up with a brilliant idea for a business but can't launch it because no customer can effectively use it without consistently going over caps. This is unacceptable. These companies should be regulated completely like utilities with caps banned and prices regulated. I'm lucky I have a direct to condominium service with high quality, super speed internet but I'm afraid that anti-consumer moves like this from comcast will be used by the few other competitors.

I do not want a response to this complaint from the company. I do however implore the FCC to implement additional regulations to prevent this anti-consumer and anti-competitive behavior.

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[Ticket: # 666252 - Comcast internet data caps](#)

**Date:** 11/19/2015 3:33:32 PM

**City/State/Zip:** Cardiff, California 92007

**Company Complaining About:** Comcast

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### **Description**

I am very concerned with the recent data caps put in place by comcast in certain markets. This will limit innovation of future technologies and is being done purely for a business purpose.

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**Ticket: # 666265 - UnFair Practice with Data Caps****Date:** 11/19/2015 3:37:05 PM**City/State/Zip:** Albuquerque, New Mexico 87105**Company Complaining About:** Comcast

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**Description**

Comcast should not be allowed to offer data caps for their customers. They have stated that this is not for any type of improvement, but rather greed. If they wanted to offer a data tier policy, what they are proposing should start at a lot lower rate than keeping it what the prices are today. This policy will stop innovation and technology advances as now they have to consider somehow lowering data usage for their products and service, which isn't always possible. Also, wireless carriers are telling people to depend on their home wifi networks to cut down on their data loads on their networks. They are not going to be able to do that as well now and will affect the wireless industry. Other industries that will be affected are streaming services, such as Netflix, Hulu, Pandora, and many other services. Gaming consoles are also affected as they are trying to move to digital downloads and streaming as well. These games are becoming very large in size, which will chew up the limited data without even having played the game yet. These are just a few of the examples of how this will negatively impact other companies and affect our economy. Please do not allow this to happen. Also please be sure that they do not allow companies to pay for fastlanes or for their products/service not count towards data as this will start to make the economy and internet era working backwards. We have entered a digital age where everything has become digital and is processed digitally, and now Comcast is going to restrict this digital access to millions of people. The United States of America is already paying more for internet than any other major country in the world, do we really want to be the country that pays the most for restricted internet access?

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**Ticket: # 666292 - Implementation of Data Caps**

**Date:** 11/19/2015 3:42:54 PM

**City/State/Zip:** Gilbert, Arizona 85298

**Company Complaining About:** Comcast

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## **Description**

It is being widely reported the Comcast is rolling out its data cap plans to broadband subscribers across numerous markets throughout the US. I am not currently a Comcast subscriber, as a different company operates the broadband monopoly in my particular area, but I am concerned that Comcast's lead will be followed if it proves to be profitable.

Broadband data caps being commonplace in the US horrible for American consumers, will stifle innovation, and limit access to a utility that has become essential for individuals functioning in modern society. Despite claims in the past that these types of caps are necessary to manage network congestion, this has been proven to be false. It is clear in Comcast's case that it is a strategy to make up for projected losses in there other lines of business, which are being impacted by internet technology, such as the growing number of cable "cord cutters".

A future where internet usage is metered will have implicstions of how the entirety of the interent evolves. Services and innovations that depend on large amounts of data are unlikely to develop or flourish if consumers are forced into the habit of monitoring the amount of broadband data they use. Had data caps been in place in the 1990s they would had a negative impact on the development of the internet as it currently exists. Please don't allow the next gen of Internet technology be stifled because massive corporations like Comcast choose to exploit their anti competitive positions and hedge their loss in lieu of innovating themselves.

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**Ticket: # 666309 - Comcast Data Caps**

**Date:** 11/19/2015 3:47:13 PM

**City/State/Zip:** Mesquite, Texas 75181

**Company Complaining About:** Comcast

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### **Description**

The 300GB data cap is egregious. Asking \$35 more for what we already pay for is ridiculous. especially since they use public land for their infrastructure and used tax money to build their infrastructure. This isn't acceptable. If the FCC let this slide. Soon AT&T and Time Warner will follow as they have an oligooly in this area.

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**Ticket: # 666312 - Data Usage Cap**

**Date:** 11/19/2015 3:47:44 PM

**City/State/Zip:** Jacksonville, Alabama 36265

**Company Complaining About:** Cable One

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## **Description**

CableOne recently upgraded their networks and doubled the speed for residential connections; however, this came with an additional \$5 charge to my monthly bill. When I called to speak to a representative to ask about the \$5 extra charge that I was never told about I was informed that if I refused the change to the service and the extra cost my only choice was to cancel. I asked if they had a data cap. I was informed that I did and it was 300GB/month for the plan I am subscribed to. I ask the representative if they doubled my speed in order for me to reach the cap faster I was informed that "yes" I would be able to reach my cap faster now with the higher speed. Data caps are the beginning of what will be a huge issue for the Internet if a stop is not put in place. This will hinder business and most importantly education. Furthermore, since CableOne is the only broadband provider in my area I feel that this business is able extort whatever they want from their subscribers because we have no other choice.

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[Ticket: # 666360 - Data caps \("data usage plan"\)](#)

**Date:** 11/19/2015 3:58:36 PM

**City/State/Zip:** River Edge, New Jersey 07661

**Company Complaining About:** Comcast

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## **Description**

This is flat out ridiculous with the coming of age of HD and 4k streaming services. High speeds are expensive enough to obtain from cable companies when compared to companies such as Google fiber, but data capping as well cannot be allowed. If Comcast is not stopped in its tracks it will soon become industry practice.

Thank you for your time,

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**Ticket: # 666420 - Absurd Comcast Data Caps**

**Date:** 11/19/2015 4:19:40 PM

**City/State/Zip:** Parkland, Florida 33076

**Company Complaining About:** Comcast

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## **Description**

Comcasts new data caps are absurd and a terrible business practice. I have been paying the same amount for years and all of a sudden my service has been capped for no good reason. Bandwidth is extremely cheap and Comcast is taking advantage of its monopoly. Customers like me signed up to these services assuming we had unlimited bandwidth and now we are being charged extra for actually using the service. Customers who purchase their TV service are less likely to use their bandwidth but customers like myself, who choose to stream most of our content, are very likely to hit 300 gb in this day and age with high quality video being the standard. It's ridiculous that Comcast is choosing to charge an extra \$10 per 50gb when in reality it costs them pennies. There is nothing about fairness in this program and it is an abuse of the fact they have little to no competition in most markets.

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[Ticket: # 666435 - Comcast Data cap](#)

**Date:** 11/19/2015 4:23:57 PM

**City/State/Zip:** North Charleston, South Carolina 29404

**Company Complaining About:** Comcast

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## **Description**

I think Comcast data caps are unfair towards the consumer, mostly being that Comcast is the only ISP within the region. I am currently living within joint base Charleston in South Carolina. No other company has been to the base to offer internet or cable, and I high disapprove of Comcast and high wish for another business to be installed on this base. I currently have no power to do so, so I'm forced to deal with Comcast's poor, shady service, limited and inoperable service. On top of their bad service, they're charging more money for less usage . They haven't even bothered to fix their current problems. I would greatly enjoy a new provider.

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**Ticket: # 666478 - Data Caps**

**Date:** 11/19/2015 4:34:47 PM

**City/State/Zip:** Baltimore, Maryland 21211

**Company Complaining About:** Comcast

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## **Description**

Comcast rolling out data caps across the country should be illegal. There is no solid reason for them, other than to add charges to customers who are already over charged. Their data caps are also stifling to innovation. We as a country deserve better from our ISP's, as if we wish to continue being competitive as a country on the worlds stage, easy and cheap access to high speed internet is a necessity.

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**Ticket: # 666491 - Comcast Data Caps and Monopoly**

**Date:** 11/19/2015 4:38:30 PM

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

**Company Complaining About:** Comcast

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**Description**

I'am upset with Comcast. First off they are the only high-speed internet provider in my market. Also my city (Boulder, CO) is prohibited from setting a municipal internet service for the town. Thus they have a monopoly in our city. I'am forced to use them in order to do my work.

Second I spend \$96/month on just internet. Nothing else. This is a complete and utter ripoff. I pay for 50MBps download but I hardly ever get over 4MBps when I run any sort of bandwidth check. Completely unacceptable and I feel like i'm being scammed.

Third there has been recent news that will be implementing data caps to their customers. I already pay close to \$100/month for poor internet service and now I will need to pay more just to do my work? I'am an internet professional who regularly downloads files well into the GBs very regularly. And this does not count for my regular entertainment usage. I have no television and only use the internet to watch movies and play video games. Its extremely troublesome to have such a powerful company have such control on the most important invention in human civilization.

I ask the FCC help me and everyone else out. Prohibit datacaps, force ISPs to improve service with current customers, force competition in monopolized markets, and lower the price gouging by Comcast.

Thank you!

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**Ticket: # 666492 - Comcast violating Net Neutrality rules**

**Date:** 11/19/2015 4:38:43 PM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## **Description**

Per an interview with Ars Technica (<http://arstechnica.com/business/2015/11/comcast-launches-online-tv-service-that-doesnt-count-against-data-caps/>), a reputable technology news site, Comcast is exempting their own service from data caps by masking it as a "TV service", when it clearly is not. This is *\*directly\** in opposition to the net neutrality rules that the FCC has put into place in the past year.

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[Ticket: # 666497 - Comcast Data Caps](#)

**Date:** 11/19/2015 4:39:12 PM

**City/State/Zip:** Pembroke Pines, Florida 33029

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting a data cap.

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**Ticket: # 666550 - Comcast Broadband Data Caps**

**Date:** 11/19/2015 4:52:13 PM

**City/State/Zip:** Jacksonville, Florida 32218

**Company Complaining About:** Comcast

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### **Description**

Comcast has freely admitted that their practice of using data caps is not about maintaining their network. This is obviously a cash grab and a way to penalize those customers who choose not to have Comcast's TV service. the FCC should take action to prevent Comcast from pursuing this practice.

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[Ticket: # 666528 - Comcast Data Caps](#)

**Date:** 11/19/2015 4:48:26 PM

**City/State/Zip:** Kent, Washington 98031

**Company Complaining About:** Comcast

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## **Description**

I believe Comcast data caps hurt the Internet and will cause me to sparingly use my Internet connection. This hurts companies that innovate and create new products and services that potentially use large amounts of data. We need an open and free Internet. Their ability to institute these data caps are a direct result of the lack of competition in most broadband markets. How convenient that they are starting to offer streaming TV that doesn't go against the data cap. What if I want to use their competitors streaming product? I would choose not to in order to avoid the data overages.

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**Ticket: # 666659 - Data Caps**

**Date:** 11/19/2015 5:22:21 PM

**City/State/Zip:** Lakewood, California 90713

**Company Complaining About:** Comcast

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## **Description**

Hi,

I'm writing in response to the unreasonable data caps Comcast has proposed for 27 of their markets. While I'm not a Comcast subscriber, I feel that this policy change will set a precedent for other ISP's and will therefore cause Internet access to be less accessible to low income families and stifle innovation. It is my belief that the Internet is no longer just an entertainment service. We rely on the Internet for a huge number of things, everything from school instruction to monitoring of remote utility systems. Businesses today rely on 24/7 connectivity. As Comcast rolls out these unnecessary caps, the FCC should impose limits on ISP's on bandwidth caps or abolish them altogether.

Thank you

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**Ticket: # 666691 - Comcast data plans (data caps)**

**Date:** 11/19/2015 5:32:35 PM

**City/State/Zip:** Nashville, Tennessee 37216

**Company Complaining About:** Comcast

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## **Description**

The recent implementation of so-called "data plans" by Comcast in select cities across the U.S. is a blatant attempt at dragging more profits out of customers who they know have very few, or no other options for home internet.

In the age we live in, access to affordable, reliable internet should be considered a basic necessity and should be regulated in the same manner as water and electric.

Allowing Comcast to charge more for less will encourage other companies to follow suit, marking the end of unlimited home internet service.

Furthermore, this can clearly be seen as an attempt by Comcast to stifle the growing popularity of streaming services. The success of services like Netflix has led to a decline in cable subscriptions, which Comcast has a financial stake in. By limiting customer's available data, Comcast is encouraging people to leave streaming services and return to cable, which conveniently doesn't have a limit to its monthly use

In total, the free implementation of data caps among household internet offers internet providers an opportunity to increase profits without increasing quality of service. At this point there would be no incentive for ISP's to improve infrastructure, because they are allowed to charge customers whatever they feel is necessary to make sure they're bottom line is padded.

Stop Comcast from implementing data caps, and create regulations to encourage competition and the improvement of infrastructure.

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**Ticket: # 666809 - Comcast "data usage plan"**

**Date:** 11/19/2015 6:08:47 PM

**City/State/Zip:** Chicago, Illinois 60606

**Company Complaining About:** Comcast

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## **Description**

I believe that Comcast's implementation of what they call a "data usage plan", when in reality it is really a soft data cap, should not be allowed anywhere in our nation.

As a Comcast customer I feel that the ONLY reason Comcast has not implemented these data caps across the country is because in some places there is "competition". I mean competition as there are other ISPs individuals could switch too, but they would not be much better. With advancements in digital media streaming and the further reliance on cloud services I feel that the data limits put on internet plans is ridiculous, arbitrary, and unfair to consumers.

I play a good amount of video games on my home computer and all of them need to be installed prior to playing online. These game files can range from a few GBs to over 50GBs a game. This would be a significant chunk of a data usage plan amount and is completely wrong in my eyes as a consumer.

I ask the FCC to please look over Comcast's "data usage plans" and please find an alternative way to show them that this is not how capitalism works in the USA.

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**Ticket: # 666816 - Comcast's data caps hurt us all**

**Date:** 11/19/2015 6:10:22 PM

**City/State/Zip:** Powell, Ohio 43065

**Company Complaining About:** Comcast

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## **Description**

As we close in on Comcast's rolling out of data caps to 8 new cities, including my hometown of Houma, LA, I feel it's my duty to file a complaint about their service.

Leaked Comcast documents prove that the data caps have nothing to do with network congestion; it's strictly a money grab. As someone that's been a network engineer for close to 20 years, I understand how networks work, especially the internet. People like my mother, who is a Comcast customer in Houma, may not realize just how much data they use. Comcast says that the average customer uses just 40 gigs per month, and that the 300 gig "cap" won't affect the majority, but I've done some testing on my own and I've come to the conclusion that Comcast is flat out lying about that. I've spoken with 50 different people across a multitude of backgrounds and technical levels in Houma. I installed DD-WRT on their home routers (if possible), or sent them some routers running DD-WRT on my own. For the past two weeks, I've monitored their traffic patterns to see if what Comcast says is true. From what I've seen, it's not.

Of the 50 people, 31 of them are already over 180 gigs for the two week period. Every single one of them is over 40 gigs, including my 65 year old mother.

Granted, this is a minute sample size compared to Comcast's true customer base, but these people were really chosen as a valid representation of the general public.

Comcast has said that they're remove the data cap for an extra \$35 per month on top of their already high prices. When you consider that Comcast's ISP business unit runs on a profit margin somewhere north of "absolutely insane", this is obviously against the FCC's open internet policy.

By implementing these data caps, it will hurt not just Comcast customers, but everyone. If Comcast appears successful, other local monopolies like Comcast may follow suit, and if data caps become the norm for broadband internet, it will stifle progress and innovation. Do you think things like YouTube or Netflix would have received the VC backing they did if you had to worry about how much data you used each month? Also, with 4K video soon to become the norm, the 300 GB caps will be wiped out by the end of week 1.

Moore's Law tells us that it doesn't cost much to add network capacity. To turn up a new 100 gigabit circuit takes all of about 2 hours of planning and configuration, and that's if you have to slot a new linecard. The cost is next to nothing when you consider that companies like Juniper and Cisco offer discounts as much as 80% off retail price to customers like Comcast.

Please, don't let Comcast take the American public down this slippery slope.

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[Ticket: # 666850 - Comcast "data usage plan" is a horrible model](#)

**Date:** 11/19/2015 6:17:32 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out a 300GB data cap they're calling a data usage plan. With the advent of HD and 4K streaming, digital downloads for videos games being mandatory, and many other services, this cap will be hit very quickly. Many households with a small amount of users that aren't even "power users" will hit this imaginary limit and be forced to pay Comcast an extra fee. Parents will be wary of letting their children use Netflix or YouTube. Gamers will have to count the amount of hours they can play with their friends each month. This is bad for everybody, not just subscribers. Since its just a money making scheme, this shouldn't be allowed.

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[Ticket: # 666944 - Comcast Data Cap](#)

**Date:** 11/19/2015 6:39:08 PM

**City/State/Zip:** Alviso, California 95002

**Company Complaining About:** Comcast

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## **Description**

The announced 300GB per cycle data cap by Comcast should be stopped! This company is reaching monopoly like size, and holding this data cap over our heads as just another way to make money is unacceptable for we the consumers. However we can do nothing because there simply aren't other choices, please stop this if you can.

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[Ticket: # 667037 - Data Caps](#)

**Date:** 11/19/2015 7:07:07 PM

**City/State/Zip:** Columbia, South Carolina 29212

**Company Complaining About:** Charter

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## **Description**

Do not allow Comcast, ATT and Verizon to enact data caps because they are losing so much money from cable subscriptions.

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**Ticket: # 667102 - Forced Data Caps - Unfair Fees**

**Date:** 11/19/2015 7:20:01 PM

**City/State/Zip:** Bryant, Arkansas 72022

**Company Complaining About:** Comcast

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### **Description**

I am being forced into a 300GB data cap by Comcast or to pay far more each month. Due to streaming, gaming, and downloads I will be going over every month. Just because I refused to use their TV services does not mean I should be fined by them.

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[Ticket: # 667542 - Cap limits](#)

**Date:** 11/19/2015 10:22:25 PM

**City/State/Zip:** Clewiston, Florida 33440

**Company Complaining About:** Comcast

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## **Description**

Will everyone be affected by Comcast data cap? It seems steep to increase an already pricey internet service.

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**Ticket: # 667306 - Cable One Data Caps**

**Date:** 11/19/2015 8:35:15 PM

**City/State/Zip:** Nampa, Idaho 83687

**Company Complaining About:** Cable One

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### **Description**

Cable One Data Caps are simply a money grab..... They are the only provider and they continue you increase their monthly fees from 35 a month up to 120 a month. Its absurd to allow them to get away with this abuse of their customers.

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[Ticket: # 667283 - Comcast data caps](#)

**Date:** 11/19/2015 8:26:26 PM

**City/State/Zip:** Thornton, Colorado 80241

**Company Complaining About:** Comcast

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## **Description**

Comcast's recent implementation of data caps along side price limitations for speed seem like a double dip in consumers' wallets. Also, based on leaked internal documents, the caps are not about managing network congestion. They already manage that by the price points at the various speed tiers they have. Comcast is not producing bits of data that need to be capped to avoid depleting a fixed resource. They are setting a precedent that will inhibit future large data usage innovations for the home.

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[Ticket: # 667261 - Comcast data cap](#)

**Date:** 11/19/2015 8:19:05 PM

**City/State/Zip:** Jacksonville, Florida 32246

**Company Complaining About:** Comcast

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## **Description**

Hello, my name is Liesl, and I wanted to file a complaint to the FCC about Comcast.

As news has traveled about the data cap that first started in Tennessee, my fears and concern has grown. I am currently enrolled at a University in Florida and the thought of Comcast (which is the only internet provider allotted to my apartment complex) limiting the amount of data used before adding a \$10 fee for every 50GB is upsetting. As a student, I spend nearly all of my time not in classes online, in one form or another. Communicating with professors and other students, reading a multitude of articles, black board, online class counseling, signing up for classes, online services like mymathlab/my bio lab, etc.

This is going to effect students everywhere, students who are already struggling to pay tuition like myself.

Please take this into consideration.

Thank you.

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**Ticket: # 667268 - Comcast Data Caps****Date:** 11/19/2015 8:21:53 PM**City/State/Zip:** Naperville, Illinois 60563**Company Complaining About:** Comcast

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**Description**

These "data plans" or really, monetary-based data caps, that Comcast is rolling out across the US limiting our connections to 300GB per month and charging us if we go over, are terrible for the average citizen and anyone in favor of a quality, open internet. It's already an oligopoly, or really, a cartel. I'm so sick and tired of Comcast money-grabbing instead of being a leader in expanding and supporting the internet.

FCC this is a serious problem. Someone, something, some entity needs to reign in on Comcast. If internet access is a right for all, then Comcast is directly violating that right. They should not be able to (almost) solely control the interface with the internet and their policy of capping, limiting, and charging extortion-level fees for this new overage policy is beyond ridiculous.

Give your constituents, the people of the United States, a hand. Wont you? Support open internet. Support those who survive, learn, grow, and evove alongside and within it. Crack down on Comcast. Give us back an affordable, competitive internet.

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[Ticket: # 667288 - Comcast data caps](#)

**Date:** 11/19/2015 8:28:04 PM

**City/State/Zip:** Valparaiso, Indiana 46383

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are a hurdle to innovation and market growth. And an unfair practice that penalised customers who choose to receive home video from online services instead of Comcast cable tv.

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**Ticket: # 667290 - Comcast data caps**

**Date:** 11/19/2015 8:29:32 PM

**City/State/Zip:** Jacksonville, Florida 32244

**Company Complaining About:** Comcast

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## **Description**

The newly imposed data caps by my only option for an ISP (comcast) is just an attempt at a money grab. The limiting of data like it's a scarce resource will ultimately stifle progress. It also prioritizes Comcast Cable TV services over streaming video content off the Internet since there aren't any caps to cable TV. It is ridiculous to have to monitor my data usage when it is becoming more and more a necessity for everyday life Ex. Paying bills, turning in school work, research for assignments, working remotely from home.

It's not like Comcast is hurting for money, they make a profit every year and still don't use any of that to improve the infrastructure. I'm not even hitting the cap yet but I know eventually with more Internet services/applications relying on more and more data, this will become a big issue especially if other ISPs follow suit. For example, streaming 4k video, virtual reality applications, and future online gaming. Other countries around the world offer cheaper yet faster broadband Internet while we get left behind due to corporate greed and monopolies.

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[Ticket: # 667305 - comcast data caps](#)

**Date:** 11/19/2015 8:34:20 PM

**City/State/Zip:** Ft Collins, Colorado 80526

**Company Complaining About:** Comcast

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## **Description**

Comcast is charging some customers extra if they exceed a certain data limit internet. This is another attempt by Comcast to scam customers and to stop/eliminate competition, currently they are already ripping customers off by advertising internet speeds and charging customers based upon that speed however they don't really give those speeds and then have the nerve to charge for each level. They also require small businesses to give a 2 month notice when cancelling service even if the contract period is over. This is just plain wrong.

Please stop this company from again ripping off customers with data caps.

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**Ticket: # 667358 - Home Internet data caps**

**Date:** 11/19/2015 8:51:59 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

As the Internet becomes a necessity for modern American life from business to recreation, entertainment, and communication I feel that home Internet service should have no data caps with overage charges. Home Internet networks in the majority of homes in 2015 have multiple devices connected and draw considerable amounts of data. Once families did not have to worry about the amount of data consumed and everyone could stream video and audio, connect their mobile phones, and relax. Now with the implementation of data caps households will have to constantly monitor all data usage, limiting some data consumption while prioritizing others. Comcast includes an additional fee for unlimited Internet, however why should it be fair to pay more for the exact same services we have had for years? These data caps will cause more harm than the profit margins of Comcast are worth.

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**Ticket: # 667406 - Data Caps and Their Streaming**

**Date:** 11/19/2015 9:06:32 PM

**City/State/Zip:** Hartford, Connecticut 06103-2418

**Company Complaining About:** Comcast

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## **Description**

They are beginning to impose data caps in more and more markets while offering their own streaming services that go around the data cap. They are deliberately being anti competitive against Netflix, HBO Now, HULU, etc...This needs to be stopped, and we really need policies that promote competition, and incentives to build networks that compete against the phone and cable company.

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[Ticket: # 667427 - COMCAST home usage data cap 300GB/month](#)

**Date:** 11/19/2015 9:19:00 PM

**City/State/Zip:** Jupiter, Florida 33458

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing 300GB/month data cap to its customers. There's no valid reason other than increasing revenue for Comcast. The data cap will bring on many negative effects to the consumers when people have to be conscious of their data usage at home.

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[Ticket: # 667451 - Prospective data caps](#)

**Date:** 11/19/2015 9:30:34 PM

**City/State/Zip:** Olympia, Washington 98512

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer only because comcast is the only home ISP provided in my city. I have learned of impending data caps in major markets controlled by Comcast. I oppose these data caps on principle, but mostly because I have no other options to get broadband service at my home other than Comcast. If I had other ISP options, I would consider those and leave Comcast, but I don't have that option. I live in Olympia Washington.

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**Ticket: # 667461 - Comcast Data Caps and Monitoring**

**Date:** 11/19/2015 9:36:51 PM

**City/State/Zip:** Parkland, Florida 33076

**Company Complaining About:** Comcast

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**Description**

Since Comcast has instituted it's data caps I've been monitoring my internet usage via my router. There are significant differences between my router's traffic meter and Comcast's traffic monitoring. My router measures 42 GB and my Account on Comcast shows 140 GB! There is no way for me to know how they calculated their data usage. There is no way for you to verify the amount of data used. I do not want to be charged extra every month based on Comcast's dubious monitoring.

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**Ticket: # 667465 - Comcast Zero-Rating Stream TV should not be allowed as-is**

**Date:** 11/19/2015 9:41:01 PM

**City/State/Zip:** Newark, California 94560

**Company Complaining About:** Comcast

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## **Description**

In the interest of maintaining net neutrality, other media providers, such as Netflix, should be able to opt-in to not count against Comcast's data caps if Comcast is going to offer Stream TV service with "Doesn't count against your data cap" as a selling point.

To do anything less should be an obvious violation of Net Neutrality.

Why? Because I don't want Comcast's Stream TV service. I want to watch Netflix. However, Comcast is my only available ISP that's worth a damn, and Comcast is planning to introduce a prohibitively low data cap into my area eventually that will price my access to Netflix beyond what any reasonable person will be able to pay.

T-Mobile zero-rates media companies on their network, but does so as an opt-in service. This means that the media providers can opt-in to the program. T-Mobile is treating all of the media providers equally.

Comcast is not, and if they have their way I'm not going to be able to watch Daredevil, Jessica Jones, Orange is the New Black, etc. While this specific reason might sound petty, it's exactly why Net Neutrality is important. Comcast owns and produces their own shows. They directly compete with Netflix. Comcast's Data Cap + Stream TV's Zero-Rating is an anti-competitive tactic meant to hurt companies like Netflix at my expense as a customer.

Comcast should not be allowed to do this. If Comcast wants to offer me TV that doesn't count against my data cap, they should have to allow Netflix to opt-in to the Zero-Rating as well. At no cost to Netflix (because it's not like Comcast is going to charge themselves to Zero-Rate their own content).

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**Ticket: # 667883 - Comcast Data Cap****Date:** 11/20/2015 10:26:53 AM**City/State/Zip:** Kennesaw, Georgia 30144**Company Complaining About:** Comcast

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**Description**

I want to download my games from Steam, Origin and the XBOX marketplace, but I am too close to my cap to be able to. My friend was living with me for this month and it made realize just how absurd these data caps really are. I am getting married next year and there is absolutely no way a 300GB cap is going to work. I cannot describe myself as a consumer more clearly than saying I stream everything I watch and download almost every game I play. I am unable to do this on my XBOX because the files can be very large and it would take me over 4 months to download every XBOX game I own under Comcast's data cap. Comcast admits there is no technical reason for the cap and is providing no information whatsoever to prove that these caps do anything but put more money in their pockets. Data caps are totally indiscriminate towards the time of day data is being downloaded which in itself proves that Comcast has no true intent of making total bandwidth allotment to the consumer fair.

Further, I have been contacted on multiple occasions by Comcast representatives trying to get me to upgrade to get their new streaming service which does not count against your data cap (SHOCKER!). Comcast further claims that this is not a violation of Net Neutrality even though it gives them a clear advantage over rivals whose products are subject to metering. If this is not a blatant attempt to unfairly bully out competitive streaming services then I do not know what is.

I would not be surprised if they started offering video game streaming that is not subject to metering.

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[Ticket: # 667506 - Data Caps](#)

**Date:** 11/19/2015 9:58:57 PM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** Comcast

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## **Description**

I have been a cable internet customer since the @home network in the 90's. Comcast acquired this network. Comcasts 300Gb data caps currently seek to impose the "water" metering to data. However, I can buy "water" from other providers. Even Walmart. What are my choices with Comcast. They are a monopoly. Information is becoming even more critical then even water. Metered information is an affront to the future of us all.

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**Ticket: # 667539 - Comcast Data Cap**

**Date:** 11/19/2015 10:19:28 PM

**City/State/Zip:** Galax, Virginia 24333

**Company Complaining About:** Comcast

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## **Description**

The new Comcast data cap is an absolutey outrageous tactic for this money grabbing monopoly. The only reason for upcharging their customers is to prevent and/or dissuade them from using wallet friendly streaming services such as Netflix, Hulu etc. Comcast is merely trying to continue selling their already overpriced settop boxes and I know I'm not the only person feeling shafted.

Something needs to be done about this immediately before Comcast further extorts the customer base.

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[Ticket: # 667540 - Comcast data cap](#)

**Date:** 11/19/2015 10:20:26 PM

**City/State/Zip:** North Charleston, South Carolina 29420

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap of 300 gigs. It is ridiculous

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**Ticket: # 667649 - Comcast Stream TV**

**Date:** 11/19/2015 11:45:50 PM

**City/State/Zip:** Coon Rapids, Minnesota 55433

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently introduced Stream TV. A service which allows you to stream select channels via computer to watch online for \$15 per month. Comcast has also expanded it's data cap markets recently. Comcast has now announced that Stream TV will not count against any of your data caps making cord cutters like myself basically forced into using their service if I want to watch a fairly decent amount of TV, especially in HD. This is not ok and is in my eyes a blatant violation of Net Neutrality as they're treating their online content different than content from say YouTube or Hulu. I hope you will look into this violation and act appropriately as if Comcast is able to get away with this it's only a matter of time before our entire Internet is segregated to whatever site can bid the highest.

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**Ticket: # 667659 - Comcast Data Caps and New Streaming TV Service****Date:** 11/19/2015 11:55:35 PM**City/State/Zip:** Nevada City, California 95959**Company Complaining About:** Comcast

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**Description**

Dear FCC,

I'm very concerned about the connection of two new developments at Comcast, my current ISP. I've been watching Comcast's new data caps with interest over the last month or so, but had held off on complaining in part because while I felt like it was anti-consumer, the net neutrality implications weren't clear. With Comcast now announcing their new stream TV service and saying it is exempt from their data caps, I think this is a clear violation of the principles of net neutrality. Comcast contends that because the streaming TV enters the house using a non-Internet protocol (over the same lines as Internet, I might add), that it's not subject to these rules, but I disagree because it's still using monopolistic power to engage in an anti-competitive, non-neutral action on their network. What matters here is that consumers would view this service as a substitute for services on the Internet - services subject to their caps. If Comcast contends that their streaming TV service is not a net neutrality violation, then I'll contend that their data caps alone are now a violation due to the existence of their streaming TV service and because they are clearly disincentivizing use of competing products, while also making it clear that they don't need to do so for network management.

I'm very concerned about these developments and hope you are too. I appreciate the attention the FCC has been giving to T-Mobile's recent work, but I think that while T-Mobile is staying on one side of the net neutrality line, Comcast is far on the other side now in creating a defacto prioritization of its own content.

Thank you for your time.

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[Ticket: # 667662 - Comcast - data thresholds/data caps](#)

**Date:** 11/20/2015 12:01:56 AM

**City/State/Zip:** Lakeland, Tennessee 38002

**Company Complaining About:** Comcast

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## **Description**

There is lack of competition in my area. The only other provider is ATT and they only provide an 18M service which is not dedicated and very slow. Comcast rarely works well and now adding data caps creates a situation where I can't use my internet for the services I like. And I don't want to add Comcast TV service because it's overpriced and of no value to me. This company is pure evil. In addition they raise rates year after year, my cell phone provider never does that and they provide faster services at my home than Comcast's wired connection. Please put a stop to these senseless data caps!

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[Ticket: # 667670 - Internet data cap](#)

**Date:** 11/20/2015 12:14:42 AM

**City/State/Zip:** Iowa City, Iowa 52246

**Company Complaining About:** Mediacom

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## **Description**

My provider of both cable tv and Internet which also has a monopoly in my city has imposed data caps on their internet to prevent users from streaming content for I'm competitors.

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[Ticket: # 667674 - Comcast Data Caps](#)

**Date:** 11/20/2015 12:32:20 AM

**City/State/Zip:** Houma, Louisiana 70364

**Company Complaining About:** Comcast

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### **Description**

Comcast instituting data caps and exempting their own streaming service from the caps is inherently anti-competitive. This goes against everything Net Neutrality stands for.

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[Ticket: # 667689 - Data Cap - Comcast](#)

**Date:** 11/20/2015 12:53:55 AM

**City/State/Zip:** Menlo Park, California 94025

**Company Complaining About:** Comcast

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### **Description**

Comcast is slowly, but surely applying a data cap to more and more cities. This is ridiculous, especially because I have no other options where I live. Only Comcast.

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**Ticket: # 667722 - Comcast Data Caps**

**Date:** 11/20/2015 2:07:41 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are an unfair practice. This policy is in place nation wide, and while not yet enforced in all markets, it will be soon unless action is taken. This practice hurts consumers, and it hurts businesses that use the internet. This is two things, first a money grab aimed at their customers who largely have no other internet option, and second, an anti-trust problem as the businesses it most directly affects are streaming content providers who are in direct competition with Comcast's cable TV business. The FCC needs to take a stand on this as was done with net neutrality.

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**Ticket: # 667723 - Data Cap**

**Date:** 11/20/2015 2:12:10 AM

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

**Company Complaining About:** Comcast

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## **Description**

I consider myself one voice among a growing crowd asking--begging the FCC to put an end to Data caps for internet usage.

As it is, Comcast already rolls out data cap, which they say is "Data usage plan trials" on their website, to several states in the South, Midwest, and Southwest.

These trial areas have a data cap at 300 gbs per month. Breaching this cap will subject the customer to an additional \$10 for every 50 gbs. Whereas non-trial areas have a cap of 250 gbs per month, but is not being enforced at this moment. I don't want to wait for the moment when Comcast eventually rolls this out to the Seattle area in Washington.

This practice is directly the opposite of the philosophy of a net neutrality. In Chairman Wheeler's Title II ruling, the three main rules that came from that decision is no blocking, no throttling, and no paid prioritization. This is a loop hole to those rules as it forces the users to limit themselves from internet usage or else they'd face a fee for going over the cap.

Furthermore, Comcast has recently launched its own online video service that does not count against the data cap. In this case, Comcast is clearly prioritizing traffic to its own service over its competitors, such as Netflix and Amazon Prime videos.

Title II is an excellent first step to protect the open internet, and as we are continuing to find out, there is much work left to do. I ask the FCC to please stand on the side the millions of Americans against Comcast and put an end to it. We do not want them to roll out data cap to the rest of the country, or worse, provide a terrible example for which other ISP might follow.

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[Ticket: # 667763 - My sign-up contract had no limits, now I have limits enforced. This is bait and switch](#)

**Date:** 11/20/2015 7:01:23 AM

**City/State/Zip:** Miami, Florida 33176

**Company Complaining About:** Comcast

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## **Description**

I have an unlimited data plan that has recently had a data cap enforced upon it of 300gb by comcast. This has been "rectified" by them by offering an unlimited option for 30 dollars more a month. This would more than double my internet bill. This is bait and switch by a near monopoly on a metropolitan city. I don't know how you're letting them get away with this. They are specifically targeting this in order to make netflix/hulu less appealing and promote their tv packages more. Comcast says they've had a data limit of 250 but never enforced it, that them giving people a data cap of 300gb is generous. I'll have to look into other internet options if this is really the best they have to offer as far as customer support.

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**Ticket: # 667770 - Comcast Anticompetitive data caps**

**Date:** 11/20/2015 7:30:37 AM

**City/State/Zip:** Jacksonville, Florida 32207

**Company Complaining About:** Comcast

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## **Description**

I'm in an area currently where the 300GB data cap is not currently in effect. Similarly, Comcast's streaming service is not available in my area (yet.)

While looking into some of the details, their streaming service is exempted from the cap. While in some ways, this makes sense, especially if they have a content distribution network set up, it is also anti-competitive with other services such as Netflix, Hulu, and Spotify (if their music channels are accessible though this, which it seems they are.)

Currently this is not an issue for me, neither of the two factors involved here apply to me currently. However, if they are allowed to do this in their "test areas" what stops this from expanding to mine? 300GB is a paltry amount. At the speeds I pay for, a 2% utilization over the course of a month would already put me over this cap. That I could end up in a situation where even using 2% of the speeds I pay for could cost me extra just because nobody spoke up about this seems unacceptable to me. The fact that this is clearly targeting cord-cutters is even less acceptable as there is a conflict in interests here for Comcast now. They have no incentive to provide a fair service. Either people pay them extra for the internet, or for the streaming service. I'm sure that if they get away with this, they really couldn't care which choice people go with.

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[Ticket: # 667772 - Comcast Stream & data caps](#)

**Date:** 11/20/2015 7:39:06 AM

**City/State/Zip:** Chattanooga, Tennessee 37421

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently issued data caps for its customers, and now has its own Stream service exempt. This is clearly anticompetitive, as it forces some users to cancel memberships to other video services that are not exempt. How is this not a violation of their NBC merger agreement? I am not a Comcast customer at this time. Even so, it is clearly a net neutrality violation.

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**Ticket: # 667773 - Comcast data caps**

**Date:** 11/20/2015 7:43:03 AM

**City/State/Zip:** Tallahassee, Florida 32317

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun beta testing its new data caps in different cities around the states. As it stands they will slow internet speeds after 300gb of data has been used. The average household in America uses past 1 terabyte (1000gb).

The real problem begins now that they just announced their new steaming service will be "exempted" from their data cap. This is the definition of breaking net neutrality law and personally seems a bit like they are trying to have a monopoly.

The FCC needs to look into this immediately.

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[Ticket: # 667779 - Comcast data cap](#)

**Date:** 11/20/2015 8:28:24 AM

**City/State/Zip:** Elk Grove Village, Illinois 60007

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently announced they are bringing a 300gb data cap to several more markets. As a Comcast internet customer, this greatly concerns me. The company has been very clear this cap has nothing to do with network congestion - it's simply a method to squeeze more money from their subscribers.

This is blatantly wrong. I already pay them an exorbitant amount of money for internet access. I pay them more money so it will be fast enough to stream content over the internet. Now, if I use more than 300gb in a month and don't want to be charged for overages, I have to give them another \$35.

Please do something about Comcast. Our country lags so far behind other countries when it comes to internet access and speeds. Please don't let Comcast drag us further behind.

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**Ticket: # 667871 - Comcast data cap**

**Date:** 11/20/2015 10:24:02 AM

**City/State/Zip:** Nashville, Tennessee 37208

**Company Complaining About:** Comcast

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## **Description**

I live in Nashville TN and Comcast has a data cap on my home internet.

Comcast is exempting its new streaming service from its data caps... this is breaking net neutrality if it doesn't let Netflix and all other streaming data caps be exempt as well.

<http://thenextweb.com/insider/2015/11/19/comcast-announces-data-cap-exemption-for-stream-customers-raises-net-neutrality-questions/>

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[Ticket: # 668001 - Comcast net neutrality violation](#)

**Date:** 11/20/2015 11:29:14 AM

**City/State/Zip:** Orland Park, Illinois 60462

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed arbitrary data caps and now are exempting their own streaming video service from the cap. This is a blatant violation of net neutrality and will only lead to a segregated internet where the isp will decide what services you are able to use.

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**Ticket: # 668039 - Comcast Violating Net Neutrality with New Streaming Service**

**Date:** 11/20/2015 11:47:21 AM

**City/State/Zip:** New Lenox, Illinois 60451

**Company Complaining About:** Comcast

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### **Description**

Comcast is enforcing data caps, but they are going to exempt their own video streaming service from those caps. This means that they're going offer preferential treatment, which is in violation of Net Neutrality. Please investigate. Thank you!

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**Ticket: # 668139 - Comcast Data Caps Is Anti-Competitive**

**Date:** 11/20/2015 12:20:08 PM

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

**Company Complaining About:** Comcast

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## **Description**

Recent developments in the Comcast/xfinity data caps that have come out directly contradict the Net Neutrality guidelines that the common people fought so hard to keep in tact, and which certain companies fought so hard to take down for their own personal gain. For starters, limiting the data consumers use was sold as a plan to alleviate the strain on providers cables, but that is a ruse to be able to charge even more(forcibly so) for the same data people were using normally prior. It is now known that Comcast will exempt their own streaming service from the usage caps. That is disgustingly anti-competitive and clearing shows the purpose of imposing their caps.

The people want a free and open internet, not one being controlled by huge corporations for their own personal gain. Its painfully obvious that Comcast is targeting streaming services like Netflix and because of their political reach they're doing a lot of damage to them, and Netflix as of last year was already paying Comcast to free up "web congestion."

Think of it like the Taxi industry vs Uber, a better more innovative service comes around and the Taxi companies start doing everything they can to prevent themselves from going out of business using the dirtiest of tactics. Netflix has made huge leaps in the original content category, and are actually threatening Comcast now more than ever.

I have Comcast as a provider, not because I want to but because that's literally my only option in my building. The data caps have not been implemented in my state yet, but given how they've gotten away with it in many other states it can't be far off. I have cable now, not because I want to but because it's literally cheaper to have cable with HBO and Showtime than it is to subscribe to just their internet at the same speed.

The FCC needs to reign this in, because left unchecked Comcast will become more of a monopoly than it already. Competition is good, it drives prices down and makes services better, but we can't have companies curving the rules in their favor because that halts innovation. Stop the monopoly, please.

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[Ticket: # 668127 - Comcast violating net neutrality and anti-competition laws](#)

**Date:** 11/20/2015 12:17:34 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast's exclusion of its own streaming services from the newly imposed data caps is a blatant abuse of its near-monopoly as a major ISP. Do not let them get away with this, they are testing the waters and pushing the boundaries of legality to see what they can get away with. Don't just give them a slap on the wrist, this has gone on long enough and will not change until they are broken up or fined an amount that actually has a meaningful impact on their bottom line.

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[Ticket: # 668279 - T-Mobile Binge On and net neutrality and fairness](#)

**Date:** 11/20/2015 12:57:18 PM

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

**Company Complaining About:** T Mobile

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## **Description**

I believe that T-Mobile's new "Binge On" feature (and similar features for streaming music) is anti-competitive and also clearly against the spirit of net neutrality. I would have to pay more for data allotment to use a competitor's streaming service. By preferentially removing data caps for only partnered streaming partners, this program will further entrench monopolies. Also, this program undermines the supposed fairness of T-Mobile charging me more to provide more data, as it is evidence that providing significantly more data does not actually increase their costs in a substantial way. Please enforce net neutrality and force T-Mobile to provide data without discrimination of the origin of that data.

(b) (6)

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**Ticket: # 668311 - Comcast Data Cap**

**Date:** 11/20/2015 1:07:11 PM

**City/State/Zip:** Danbury, Connecticut 06811

**Company Complaining About:** Comcast

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## **Description**

Comcast is already awful. Their service is spotty. There are frequent outages and problems every week. I recently moved to Connecticut and learned they are the only service provider offering decent speed. We already pay around \$200 dollars a month for our tv, internet and phone package. I'm not in the area where Comcast is rolling out the data cap trial, but it's completely unfair and unethical. They do not have the customer in mind at all. Imposing a data cap to customers just adds insult to their substandard service and support.

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**Ticket: # 668436 - Concerned about Comcast "stream" service.**

**Date:** 11/20/2015 1:42:27 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is exempting data caps for usage of their stream service over-the-top of consumers Internet connections.

Comcast stream service is only available to Comcast Internet subscribers. It cannot be purchased separately.

"Stream" is delivered over customers global Internet IP address assigned to Comcast for purposes of addressing on the global Internet.

"Stream" uses same naming (DNS) infrastructure as Internet.

I believe Comcast should be free to offer "stream" services on separate private (physical or logical) networks which do not Interconnect or run "over-the-top" with the global Internet. They do this already with their voice services. Additionally services such as xfinitywifi where consumer rented CE devices are able to addresses separate networks concurrently demonstrate technology is reasonably available to segregate private content side-by-side on separate networks rather than over-the-top of the Internet.

I believe communication between Comcast and the consumers Internet network is just a valid part of the "Internet" as any other peer on the Internet.

I believe if a private ISP "network" is allowed to claim they can do anything they want over-the-top of the "Internet" principals of a non-discriminatory Internet access cannot be realized. Any group of "networks" could get together, physically interconnect privately and claim to be "private".

Recommend making it clear private networks are to be separate networks with separate addressing identifiers (e.g. IP Address) and naming (e.g. DNS) not "shared" with addressing resources allocated for purposes of global addressing via the Internet.

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**Ticket: # 668514 - Comcast Stream TV**

**Date:** 11/20/2015 2:12:03 PM

**City/State/Zip:** Knoxville, Tennessee 37932

**Company Complaining About:** Comcast

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## **Description**

Comcast is trialling a new streaming service called Stream TV that I feel violates the spirit of the FCC net neutrality rules. Unlike cable tv which is broadcast out to everyone, this is a streaming service similar to netflix or amazon instant video that sends different streams of content to different households depending on what is requested. The issue here is that comcast exempts its content from its self imposed data caps on consumers, but doesn't treat other content providers the same. This gives comcast a clear economic advantage abusing their power as the ISP. This reeks of a zero-rating scheme and I wanted to voice my concern on the matter.

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**Ticket: # 668632 - COMCAST NET NEUTRALITY**

**Date:** 11/20/2015 2:47:37 PM

**City/State/Zip:** Wilmington, Illinois 60481

**Company Complaining About:** Comcast

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### **Description**

Comcast is enforcing their arbitrary data caps now and have begun offering a streaming tv service. Funny enough, this service is exempt from their data caps, thus giving it an unfair advantage over other, similar services.

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**Ticket: # 668653 - Cable One ISP 300 GB Data Cap****Date:** 11/20/2015 2:50:42 PM**City/State/Zip:** Ocean Springs, Mississippi 39564**Company Complaining About:** Cable One

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**Description**

My complaint is in regards to an imposed data cap on what was advertised as "unlimited" internet. My ISP is Cable One out of Biloxi, MS. Recently, Cable One decided to "double" the download speeds of their internet plans - with no price adjustment (mine actually went up \$5 for no reason, but that isn't the issue here). On the surface, this is a great idea, but when you realize that all this download speed is pointless if the ISP invokes a data cap.

According to Cable One, I have breached the 300 GB limit twice now; and that any further overages would result in me having to completely upgrade my service plan - at an additional charge. The next tier plan is an increase of \$25 per month and provides an additional 100GB of available data. In the modern connected world, 300GB of data in a month is paltry. And to hold someones internet access hostage unless they upgrade to a more expensive plan is completely wrong. My internet usage is not extreme. I have lowered the quality of my netflix streams so they use less data, and I have not downloaded games onto my game consoles because a single Xbox game can reach 60+ GB in size. The size of these downloads are not going to decrease as technology moves forward and with the increasing popularity of 4K resolution video, data caps are going to be affecting more and more Americans.

This policy is extortion. How can a company lure customers into such a trap with "double speed internet" and then cap the data at such a asinine amount? Data caps are useless and stifle innovation. Data caps are doorways to extortion and restrict the free and open internet. Please move forward with policy that forbids the profit over innovation mantra that Cable One seems to use.

Thank you

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[REDACTED]  
[REDACTED]

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**Ticket: # 668861 - Anti-Competitive Prioritization of Streaming Services by Comcast**

**Date:** 11/20/2015 3:59:44 PM

**City/State/Zip:** Greenfield, Massachusetts 01301

**Company Complaining About:** Comcast

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## **Description**

My Internet provider, Comcast, recently announced a new Stream TV service in which its subscribers can view streaming television shows over the internet on their personal computers and mobile devices. This service is nearly identical to the services offered by Netflix, Hulu, and other online streaming services. The single exception is that Comcast has chosen to exempt its own streaming service from the data caps it has enforced upon thousands of Americans.

In this move, Comcast is using its position as a telecom to give themselves a competitive advantage over other streaming service providers. This is yet another example of the prioritization Net Neutrality was meant to put a stop to.

For too long, Comcast has been providing subpar services for extraordinary costs in the locations it monopolizes. The new Net Neutrality rules were meant to encourage competition, foster the growth of our Internet, and serve those who are digitally excluded. Yet, since these rules were passed in February, Comcast has raised rates without improving its services, enforced data caps that stifle innovation, and now begun prioritizing some Internet traffic over others.

For people living in places in the US where Comcast is the only source of Internet access, the only options are to accept Comcast's monopolistic practices or become digitally disenfranchised. The power to stop this blatant abuse of perceived loopholes in Net Neutrality rests solely with the FCC, and I implore you to take action on behalf of your citizenry.

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[Ticket: # 668862 - Comcast violating net neutrality](#)

**Date:** 11/20/2015 3:59:50 PM

**City/State/Zip:** Mableton, Georgia 30126-2941

**Company Complaining About:** Comcast

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## **Description**

Comcast is offering a new service called Stream TV which goes against fair competition / open internet / net neutrality by not counting against it's own customers data caps while competitors offerings do. This should be illegal. If Comcast wants to be "fair" with these data usage shenanigans that it has introduced then they need to make sure their own offering either uses data from customers monthly allotments or exempt all streaming video services from using data in a customers monthly allotment. Making me pay an additional \$35 per month to make sure I don't go over a theoretical cap while watching competitors services like Netflix and Sling TV that they call "fair usage" is insane when I can watch Comcast's service for an unlimited amount with no usage restriction.

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**Ticket: # 669043 - Home Broadband Data Caps**

**Date:** 11/20/2015 4:57:32 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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**Description**

Home broadband data caps should not exist. They will inevitably stifle progress and innovation. If home broadband data becomes something we must constantly monitor and thus, use sparingly, minus the penalties, new and exciting products that use large amounts of data might never come to fruition. Can you imagine how difficult it would have been for companies like Netflix and YouTube to raise capital if capped home broadband data plans had existed when they were founded?

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[Ticket: # 669126 - Comcast's data caps and streaming service exemptions](#)

**Date:** 11/20/2015 5:30:21 PM

**City/State/Zip:** Millstone Twp, New Jersey 08535

**Company Complaining About:** Comcast

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## **Description**

I believe it is an abuse of market position for Comcast to institute data caps when Comcast has admitted to there being no technically advantageous reason to do so (it appears to be purely to generate money). I also believe that it is unfair for Comcast to exempt their own streaming services from the data cap while forcing competitors data (e.g. Netflix) to adhere to the cap. How is it fair for the (monopolistic) content provider to also be the ISP?

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**Ticket: # 669143 - Comcast Data Caps Monopoly**

**Date:** 11/20/2015 5:33:55 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has started more problems with new data caps and it's monopolization of broadband. If there was real competition(10+ competitors), I wouldn't care if Comcast decided to make a cap 10GB/month, I would just go to another company that doesn't. But Comcast knows most people don't have a choice, and so they abuse their power. They are throttling my internet, and implementing new data caps on households across the country. Please help!

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**Ticket: # 669171 - Comcast Data Cap**

**Date:** 11/20/2015 5:39:24 PM

**City/State/Zip:** East Dundee, Illinois 60118-1316

**Company Complaining About:** Comcast

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## **Description**

Comcast claims it is reasonable to exempt Stream TV from its 300GB data cap being tested in a growing number of markets.

Since Comcast owns both the broadband lines and the online video service, it can engage in anti-competitive price discrimination and anti-competitive service discrimination.

I am not yet effected by this but I see it coming and I want to stop it.

<http://stopthecap.com/2015/11/19/comcast-launch-own-data-caps/>

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**Ticket: # 669229 - Comcast data cap**

**Date:** 11/20/2015 6:00:42 PM

**City/State/Zip:** Fort Oglethorpe, Georgia 30742

**Company Complaining About:** Comcast

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## **Description**

I got a letter from Comcast that they will be adding 300GB data cap limit to my existing data plan which is unlimited starting Dec 1st 2015. Anything over that limit would charge me \$10 per 50GB over the limit. If I want to keep my current unlimited data I would have to pay additional \$35 per month. I called them and asked if I had a choice of keeping my current plan at the current rate and I was told no I would have to pay \$35 if I wanted to keep it.

This is nothing but a money grab on their side for no reason at all just asked to pay additional \$35 for the same service I had for years. Data cap is nothing more then more ways for them to stick it to little guys and it need to be made illegal. They are loosing costumers to more innovative companies such as Netflix and Hulu and this is they way they respond by charging more for the same plan, instead of innovating themself.

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**Ticket: # 669298 - Comcast Data Cap**

**Date:** 11/20/2015 6:23:43 PM

**City/State/Zip:** Jacksonville, Florida 32217

**Company Complaining About:** Comcast

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## **Description**

I've paid TV and internet service for a few years and I am about to "cut the cord" because I watch solely Netflix and Hulu. Unfortunately now they have added a data cap in which I am constantly going over causing me to actually pay MORE on internet than if I would just switch back to TV only.

I find this behavior very anti competitive!

Additionally, Comcast recently pitched me a new streaming service they are offering where they not count that data used on THEIR streaming service however data used on other providers streaming services WOULD be counted.

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**Ticket: # 669321 - Comcast Data Caps**

**Date:** 11/20/2015 6:35:57 PM

**City/State/Zip:** Old Hickory, Tennessee 37138

**Company Complaining About:** Comcast

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## **Description**

There is not technological reason for there to be a 300 GB data cap. I've gone over this data cap every month since it was imposed upon me, and there is NOTHING I can do about it because I have no other options for internet. Neither AT&T, Google Fiber, or any other broadband company services my neighborhood despite being in the middle of Nashville, and not out in the middle of nowhere.

To make matters worse, Comcast is practically forcing me to use their streaming products instead of their competitors because they don't count their products usage against my data cap. Unlike the FCC Chairman, who apparently isn't even tech savvy enough to tie his own shoes, I'm an actual attorney who works for a living, and this is a CLEAR violation of the recently imposed Net Neutrality rules. They are prioritizing their product ahead of their competitors and it is stifling competition by giving themselves an unfair/illegal advantage in the marketplace.

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**Ticket: # 669462 - Data Caps**

**Date:** 11/20/2015 7:38:22 PM

**City/State/Zip:** Mount Pleasant, South Carolina 29466

**Company Complaining About:** Comcast

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## **Description**

I am writing to express my concern over Comcast's practice of capping data. I live in the Charleston, SC area and am subject to a 300GB/mo cap. Because of this, I am reluctant to patronize video on demand services such as Hulu or Netflix for fear that I will end up paying extra fees. My primary concern is that these data caps are enabling Comcast to stifle innovation and are an indirect attempt to leverage their de facto monopoly on internet access to restrict access to competitors offerings to video and entertainment services. This practice is anti-competitive and should not be allowed to continue.

Thanks,

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**Ticket: # 669703 - Comcast/Xfinity Data Caps****Date:** 11/20/2015 10:49:21 PM**City/State/Zip:** Nesbit, Mississippi 38651**Company Complaining About:** Comcast

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**Description**

Good afternoon,

As a new Comcast/Xfinity customer, I am subject to a total data transfer limit of 300gb per month. I was told when signing up that I would have no data caps. Keep in mind this was just three months ago. I decided to sign up. To sign up with XFINITY cost me hundreds of dollars in installation fees, etc. Merely 2 months after paying over \$300 to signup, these data caps were instituted. The only reason I signed up was due to unlimited data(which I asked about before signing up 2 months ago). In my current profession I work alot with "cloud computing", that is everything that I work on is sitting outside of my local network. Because of this I download/upload all of my work daily. This data limit is anti-consumer in that it keeps me from using outside software vital to my job due to worrying about going over a data cap. I've attached a map that displays all of the new "testing" areas for the data caps. If you investigate the ISP options in these new "testing" areas you will find that most of the areas only have at best one alternative to XFINITY. The one thing they all have in common is that XFINITY holds a strong monopoly in these areas and they're taking advantage of the local consumers. Please stand up for the average person and stop letting these corporations nickel and dime us to death. It is 2015; you can't get an education, do your job, or live a normal daily life without the internet. Please look into treating this just as we treat other daily necessities, such as water, electricity, etc....

v/r

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[Ticket: # 669621 - Comcast violating net neutrality](#)

**Date:** 11/20/2015 9:26:51 PM

**City/State/Zip:** Baltimore, Maryland 21209

**Company Complaining About:** Comcast

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## **Description**

Comcast's new data cap plan violates net neutrality regulations by exempting its own streaming services from counting toward the data cap.

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**Ticket: # 669672 - Comcast Data Caps**

**Date:** 11/20/2015 10:15:53 PM

**City/State/Zip:** New Brighton, Pennsylvania 15066

**Company Complaining About:** Comcast

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### **Description**

I would like to file a complaint against Comcast and its newest procedure of data capping service and charging data usage fees like cellular data companies do. I feel this will cost money for no additional benefits to the public as well as stifle free market competition against their television and entertainment industries. This is a monopoly company that can't be allowed to do this.

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[Ticket: # 669676 - Comcast data cap](#)

**Date:** 11/20/2015 10:18:48 PM

**City/State/Zip:** Rock Springs, Georgia 30739

**Company Complaining About:** Comcast

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## **Description**

I'm just writing in again out of frustration. I received the letter today saying that my area will be part of a new data cap program. I am a student and I spend a large amount of time online. 300 gbs is not reasonable. They are offering a new package that is the same as mine now with unlimited bandwidth for 30 dollars more a month. This is predatory. I can't switch because there is no competition.

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**Ticket: # 669760 - comcast data cap**

**Date:** 11/21/2015 12:15:48 AM

**City/State/Zip:** Duluth, Georgia 30096

**Company Complaining About:** Comcast

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## **Description**

Dear FCC

Look into comcast's "trial" plan of putting data caps on peoples accounts. it has nothing to do with the reason they're claiming its for which was network congestion. leaked documents show it isnt because of network congestion its just a money grabbing ploy and theyre going about it by calling it a "data usage plan" and not a cap. Their reasoning for not calling it a cap is by saying that customers are not restricted to the internet in anyway after the 300 mark but thats a lie because it is restricting, its restricting financially. i work for a satellite internet company and i know how a company should deal with actual network congestion(congestion is very common on a satellite based service) if this WAS due to network congestion the logical way of going about things is slowing our speeds down and giving customers an option to purchase more gigs to return the speed back to normal but instead they automatically add the charge to our bills. its so obvious they're doing this to bleed their customers of even more money because on top of that for an additional 35 dollars added to my normal bill guess what? i can have unlimited internet! theyve been expanding to more and more states saying its a trial period. Areas where i live they basically have a monopoly here and are the only company i can turn to for reliable internet. If i could i would disconnect my service but unfortunately i cannot. im sure im not the only one whose complained about this. Personally ive been satisfied with their service the speeds are okay and ive never had an outage for the year and a half ive been with them. But them adding a cap to make us pay even more for internet especially in an age where everything uses data it makes me extremely upset. Honestly if i had virizon or charter in my area i wouldnt give comcast another cent.

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**Ticket: # 669824 - Comcast abusing its monopoly position in my area**

**Date:** 11/21/2015 1:49:20 AM

**City/State/Zip:** St. Johns, Florida 32259

**Company Complaining About:** Comcast

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## **Description**

They effectively are the only "sensible" choice in my area with the other options being AT&T who they are obviously colluding with and who have very similar policies regarding data caps and prices (at slower speeds hence Comcast being the 'only' option). The other choices are abysmally slow satellite ISP's with depressingly small data caps and a wireless provider who repeatedly harassed us with fees they had no right charging us with.

Comcast is now rolling out their data-capped "test markets" across Florida and although they are not in my area yet it is only a matter of time. I don't like knowing that a multi-billion dollar company is working hard to extort more money from me under the guise of "infrastructure improvements" that they pocket the money for and never build.

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**Ticket: # 669829 - Cox ISP Data Cap (Only ISP in Area)****Date:** 11/21/2015 2:02:23 AM**City/State/Zip:** Buckeye, Arizona 85396**Company Complaining About:** Cox

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**Description**

Something needs to be done about ISP monopolies. This is just outrageous. I live in Buckeye, Arizona in a community called (b) (6). Currently there are "two" ISP providers that I have found that service the area. My home, only Cox Communications provides internet service for. The other company does not provide service to my home, nor can they reach speeds above 15 Mbps from what I've been told.

The issue with Cox isn't the service. The issue is the data capping, and the billing. I just moved out here from the Midwest. I have never run into any ISP data capping my internet. We have the mid-tier internet (50Mbps/5Mbps), which has a data cap of 350Gb/month. If you play video games, and a new game comes out your PC it comes 50Gb of your data limit just downloading the new game. One video game takes up 15% of your data cap with this limit. Now I know this may not seem like a lot, but when you play video games and stream movies on a ~daily basis you really eat through the data cap quick. Cox was offering a deal to upgrade to the next tier of internet for \$5/month (which doubles your data cap, still doesn't help much) but when we attempted to upgrade they said the offer was not valid because of where we lived. If we wanted to upgrade, it would cost us an additional \$30/month.

Cox has the ability to charge whatever they want to us because we have no option to go to any other provider. This should be illegal. Not only that, but it is my understanding that across the city in Tempe Cox is suing the city because they are allowing Google Fiber to compete. I know the reasons have nothing to do with why Cox is suing over Google Fiber competition but they are doing everything they can to make sure they have no competition.

In any rate, data capping internet connections should not be allowed anywhere. Especially in area's where there are only one service provider to choose from.

Please help.

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**Ticket: # 669857 - Data Caps**

**Date:** 11/21/2015 4:34:34 AM

**City/State/Zip:** Perris, California 92570

**Company Complaining About:** Comcast

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## **Description**

Comcast is about to initiate data caps on monthly internet service. Many people, including myself do not subscribe to cable television. I think it is important to not allow this company to limit usage. It is especially important because of the fact that I and many other people can not afford to subscribe to cable television. I believe that since there are not currently rules or standards which previously limited data usage on ISPs there is not reason that they should exist now and in the future. If Comcast is allowed to do this it is only a matter of time before others follow their lead. The main goal of companies from both big, and small companies is to increase revenue. It is basic sense and knowledge that ISPs are already making huge profits on internet service. To allow Comcast the ability to limit citizens of our great country's right to the information super highway is a loss to our education and also a loss of each individual's search for knowledge, and therefore should be outlawed.

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**Ticket: # 669859 - Comcast data caps but bandwidth on their products doesnt count**

**Date:** 11/21/2015 4:38:56 AM

**City/State/Zip:** Knoxville, Tennessee 37921

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented data caps to their subscribers, especially in areas where cities have installed fiber optic networks. I live in Knoxville, TN and after Chattanooga implemented their fiber network, Knoxville, and many other towns in the region were selected for data caps.

There has proven to be no incentive to cap individual data consumption and it has been proven that Comcast has made this decision purely for profit. Their cost are fixed, and when more data flows through the cables their cost increase is negligible, users should not be penalized for using more data.

What has happened, as many predicted when the FCC foolishly allowed Comcast and NBC to merge, is Comcast has begun to offer streaming services which rival amazon and netflix. When using these services your bandwidth caps are not effected. This is a direct compromise to net neutrality and is flagrant monopolistic behavior.

In the near future much more bandwidth will be required to compete for consumers. 4k tv, 4k gaming, and virtual reality will consume massive amounts of bandwidth while inspiring untold millions.

Please consider breaking up Comcast, they are evil.

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**Ticket: # 669975 - Data cap**

**Date:** 11/21/2015 11:33:55 AM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam, I have internet only service from Comcast in the Atlanta area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. As someone who works from home in the technology sector, 300 GB is not a realistic limit in this day and age. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

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**Ticket: # 670450 - Comcast's internet data caps**

**Date:** 11/21/2015 6:02:59 PM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam,

I am a residential cable internet customer with Comcast in Johnson City, Tennessee. My current residence is in an apartment complex located in a well populated area near a university campus and my options for high-speed internet service is limited to Comcast solely. I recently received a letter stating that they would be implementing a 300 GB a month data cap on Dec 1, 2015. Overages will be charged at \$10 per block of 50 GB over the 300 GB limit. This will not be pro-rated or rolled over per month if I don't use the entirety of the 50 GB block; meaning even a 1 byte overage will result in a \$10 charge. These overage charges are not based on the time the usage occurs, suggesting that they are not tied to network congestion or management problems. In fact, no reason was given in the letter as to why these caps and charges are being implemented but their public statements refer to "fairness" as being their purpose. I will now have to pay an extra \$35 a month to keep the unlimited data service I have been receiving. This is a forced change that I was given no way to contest or reconcile. The most concerning element of this change is as the letter states that they will be sending an "in-browser" notification when you reach certain thresholds of the data cap. It is my understanding that Comcast would be notifying me of limits by manipulating internet communications on my privately owned cable modem without my consent. The possible use of packet injection and inspection raises extensive privacy concerns for me, as any of the data I send or receive may be intercepted or modified. Moreover, I have been made aware that Comcast will be soon launching its own pay internet TV streaming service that would not count against their customer's monthly data cap. This creates an unfair market advantage for Comcast as the internet service provider over the multitude of streaming service choices (i.e. Netflix, Amazon Prime Video, etc.) that I use daily and prefer to give my business to. All of this goes against the principles of net neutrality and having a free and open internet. The way the data caps and overage charges are being implemented amounts to extortion of the consumer. Thank-you for taking the time to investigate this matter.

Sincerely,

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[Ticket: # 670353 - Comcast Data Caps](#)

**Date:** 11/21/2015 4:50:46 PM

**City/State/Zip:** Hamden, Connecticut 06518

**Company Complaining About:** Comcast

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### **Description**

Comcast data caps will stifle innovation & competition as well as hurt consumers. Its a greedy money grab that is exactly the kind of strategy that shouldn't be allowed to move forward by the FCC.

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[Ticket: # 670516 - Data cap](#)

**Date:** 11/21/2015 6:41:43 PM

**City/State/Zip:** Glendale, Arizona 85318

**Company Complaining About:** Cox

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## **Description**

There is a data cap which if you exceed you must pay an overage fee. This violates net neutrality

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[Ticket: # 670405 - comcast data caps](#)

**Date:** 11/21/2015 5:27:26 PM

**City/State/Zip:** Nashville, Tennessee 37064

**Company Complaining About:** Comcast

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## **Description**

I live in Nashville TN. In my location Comcast is the only option for internet service. They have a monopoly. I feel that they are using this monopoly to leverage users into paying more money for their services. 300gb per month is a very low amount of use for a household that uses the internet for all of their media. We do not purchase cable TV and we do not want to purchase cable. if I had any other options would use another internet vendor. Internet is a service I am paying for and comcast is attempting to limit my ability to use it. I believe the FCC should outlaw data caps. The free market is not working because comcast has been allowed to grow to a huge size and they are extorting their customers for profit.

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[Ticket: # 670462 - Xfinity/Comcast Data Caps](#)

**Date:** 11/21/2015 6:11:28 PM

**City/State/Zip:** Sunrise, Florida 33351

**Company Complaining About:** Comcast

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## **Description**

Data caps (not just for Comcast) are a problem for everyone and an obvious money grab for big companies. Why the FCC allows blatant monopolies and schemes such as this is beyond me and millions of other people. Data caps are preventing free and open internet and again, are a scheme to stop streaming services like Netflix because they "eat up" data. This forces "cable cutters" and even people who work from home, gamers, or just big families to buy a TV service.

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[Ticket: # 670627 - Data Caps](#)

**Date:** 11/21/2015 8:11:21 PM

**City/State/Zip:** Meridian, Idaho 83646

**Company Complaining About:** Cable One

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## **Description**

I've had 2 out of 3 warnings about going over on my data cap. After the 3rd they will raise my package automatically. They just increased our speed from 50 to 100mbps and I barely get to use it if I'm streaming music or tv. This gives me 6 hours of use a month. If I upgrade to a larger package at DOUBLE the price it still only gives me an extra 200gb of data usage.

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**Ticket: # 675291 - Comcast Circumventing Net Neutrality Agreement by Limiting Consumer Data Consumption**

**Date:** 11/24/2015 4:40:37 PM

**City/State/Zip:** Miami, Florida 33136

**Company Complaining About:** Comcast

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**Description**

I have sent several complaints about Comcast and their Data Usage Plan. (1) The Data Usage is enforced on customers after we have already signed agreements for specific Internet speeds without mention of any limit on Internet usage (2) There is no clarity in the accuracy of the usage meter other than a third party service that measures it on a company-wide scale and no details are given of daily, hourly, or physically reported rates of data usage per modem (3) My own measurements from my wireless router are not in agreement with Comcast measured monthly data usage yet they are not obligated to provide me with a physical report and will not accept any report that I can provide as proof for me to avoid charges. As I have read more about Comcast and their recent changes, I have found that they are using a 0GB data usage policy for their own TV streaming app by claiming it is not used via cable Internet but rather through their cable TV service. I find this new service to be pretty convenient for the company by offering a new TV streaming option that does not count against the data cap while deciding to limit the usage of any other streaming service. So although they are not slowing down any streaming of non-Comcast services, they are instead limiting the total amount of usage you can have for non-Comcast streaming sites. This, I feel, is much worse than slowing the speed because they will charge \$10 per every 50GB you reach over their 300GB cap which means customers are forced to find avenues to reduce data usage or forced into paying additional money for no additional service. In all, it will force many customers to use the Comcast service for TV streaming which also costs an additional \$15/month. Much of these changes creates even more of a regional monopoly on the ISP realm than already exists. I would like to greatly urge the FCC to step in before this spreads to a national scale because many American customers are suffering from these policies currently being enforced.

Thank you,

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**Ticket: # 670983 - Data caps are arbitrary and bad for our tech economy**

**Date:** 11/22/2015 9:44:53 AM

**City/State/Zip:** Malden, Massachusetts 02148

**Company Complaining About:** Comcast

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## **Description**

Hello,

I've been reading a lot of articles about Comcast's Stream TV, and t-mobile's BingeOn service. These seem like terrible practices to allow. It once again gives the service providers the ability to choose winners and losers on the internet. StreamTV has a clear non-competitive advantage over any of the the numerous services that process similar content. As data caps are rolled to more and more of the country, people will need to start managing their bandwidth usage. When deciding how to watch something, users will obviously opt for the choice that doesn't eat their bandwidth. Could Netflix ever have be come the success that it is in an environment such as this? Allowing these kinds of practices will just enable Comcast to maintain its strangle hold over the media landscape.

Imagine if power companies behaved in this way. Let's say they arbitrarily limited the amount of power a home could consume. That alone would be enough to cause public uproar. Now imagine if the power company wouldn't charge you for power that was being consume by appliances purchased from them. No one would stand for this, yet these practices by ISPs are being heralded by the FCC as "innovation".

The caps only hurt consumers. On their own, they are pure extortion. There is no technical reason for them, hence why they only appeared in the last year. It's just an attempt to make an insanely profitable service even more insanely profitable. These profits are not reaped through innovation or progress, but through shaking down consumers who have no choice for an alternative. When you couple this with services like StreamTV, that are able to bypass data caps you get a system that only hurts the broader economy, by incentivzng consumers to use certain services over others. The incentive isn't because StreamTV has a superior service to offer, but rather because Comcast has the power to make its competition less attractive to consumers. As video resolution requies more and more bandwidth, it's easy to imagine a future where no media company can exist in certain markets without the blessing of the regional ISP.

This must be stopped. We wouldn't allow power companies to limit the amount of energy we use within of technical limits, so why are ISPs allowed to do exactly that?

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**Ticket: # 671153 - Comcast is violating net neutrality and zero rating, and lying about it.**

**Date:** 11/22/2015 3:01:21 PM

**City/State/Zip:** Palo Alto, California 94303

**Company Complaining About:** Comcast

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## **Description**

Comcast has added data caps, and is now going to offer a streaming service they claim "doesn't use the internet", and have it not count against data caps. This is anti-competative against HBO Now, Netflix, YouTube and many other streaming services. This is bad for other businesses as well. And of course, this is bad for consumers, including students who need streaming videos like the Khan Academy (but not limited to those, of course) to educate themselves.

Comcast is a broadband monopoly in many areas and should not be allowed to abuse its status like this.

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[Ticket: # 671187 - ISP data caps](#)

**Date:** 11/22/2015 3:28:02 PM

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

**Company Complaining About:** Comcast

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## **Description**

Home ISP broadband data Caps are a bad idea for an open and free internet. all it does is hold back the advancement of modern society.

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[Ticket: # 671205 - Comcast Data Cap policy in Tucson, AZ](#)

**Date:** 11/22/2015 3:40:27 PM

**City/State/Zip:** Tucson, Arizona 85704

**Company Complaining About:** Comcast

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## **Description**

Comcast is "market testing" 300GB residential internet data caps. There are a handful of markets they are applying this practice in. It is wrong to charge the same for a limited service when other locales do not. There is no justification for a data cap. Comcast is taking advantage of a dominant market position to charge more for internet service as the market shifts away from cable to streaming based content providers. The FCC should shut this practice down immediately.

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**Ticket: # 671244 - Comcast 300GB Data Cap****Date:** 11/22/2015 4:30:25 PM**City/State/Zip:** Huntsville, Alabama 35806**Company Complaining About:** Comcast

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**Description**

Comcast has been back and forth implementing data caps over the years and recently, in 2014, have brought it back. Put simply, 300GB in a month is an incredibly low number for a tech savvy user- or a family with multiple devices streaming. Even worse, the 300GB data cap is across ALL internet tier packages- only removed when purchasing a plan through Comcast Business (easily 3-4x the cost). Once going over the cap, you are bombarded with popups on every 10th or so page visited, and charged \$10 per 50GB. As we know, a 1080p movie can easily be 10-40GB in size. I can't believe this is allowed. It's one of the only services you can be completely screwed over on with no other competitor available.

Although filing this complaint feels like throwing pennies at a freight train, I figure hopefully someone reads this.... maybe even someone who can help make data caps on home internet connections illegal.

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[Ticket: # 671317 - Comcasts 300G data cap](#)

**Date:** 11/22/2015 6:27:07 PM

**City/State/Zip:** Hollywood, Florida 33019

**Company Complaining About:** Comcast

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## **Description**

Like many other families in the US, we don't a choice between several isps. We are stuck with Comcast. The 300G data cap is a blatant strategy to steer us away from other streaming services and back to Comcast TV, and internet packages. Please enforce actual net neutrality and block these obvious attempts to circumvent the intent of the law.

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**Ticket: # 671327 - 300 GB DATA CAP BEING IMPOSED ON CUSTOMERS BY COMCAST**

**Date:** 11/22/2015 6:34:48 PM

**City/State/Zip:** Miami, Florida 33187

**Company Complaining About:** Comcast

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**Description**

When I signed up for Comcast Internet service 4/1/15 with a 2 year price guarantee, there was no mention of a data cap. Today, 11/22/15,, I was notified of a 300GB per month cap. A "temporary" offer of unlimited data for an extra \$30-\$35/month was given with a statement that the offer could be discontinued at any time by Comcast. This appears to be an attempt to limit use of streaming video Netflix instead of simply viewing regular Comcast Xfinity TV offerings which are also a part of my current contract.

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**Ticket: # 671387 - Comcast Data Caps**

**Date:** 11/22/2015 7:46:24 PM

**City/State/Zip:** Memphis, Tennessee 38103

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I'm paying Comcast extra money to get faster internet and my reward for being a faithful patron? I get a data cap. I use the internet for everything - my music, gaming, videos, news, receiving photos from loved ones, facetime and skype with friends and relatives - not to mention every time I need to download updates for my computer, phone, laptop, and tablet. 300 GB in an age where 4K video is becoming the norm is UNACCEPTABLE. I constantly exceed this unethical cap. What is the point of paying for faster internet if I have the same level cap as someone with much slower internet? I'm being penalized for utilizing the services I'm paying extra for. Please help!

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**Ticket: # 671455 - Anti-Consumer Comcast Data Cap****Date:** 11/22/2015 9:18:16 PM**City/State/Zip:** Smyrna, Tennessee 37167**Company Complaining About:** Comcast

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**Description**

I live in a multi device home (3 computers, 1 tablet, 3 mobile) that uses Comcast as an ISP. Each month I exceed my data cap of 300 GB and this month I begin incurring charges.

With the increase of video streaming and HD content, Comcasts local data caps in my market are anti-consumer, charging me for normal content consumption. It is disingenuous to consumers to charge more to those who choose to use cord-cutting options like Netflix or Hulu, instead of buying Comcast cable services. As someone who is unable to get another ISP in my apartment complex, I am stuck with Comcast and therefore am forced to pay overage fees that cannot be helped if I am to backup my devices to cloud storage. All of these reasons make me think that Comcast needs increased scrutiny from the FCC.

Most notably I find this data cap to penalize me for choosing alternative routes for internet content that is outside Comcast's preferred services (i.e. more cable channels and packages). Comcast's suggestion of upgrading cable packages to minimize the download amount per month is antithetical to a free market that the FCC protects. The internet is an open system, but Comcast limits access for unjustified claims, and instead they use tactics to draw more money from customers without improving the experience whatsoever.

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**Ticket: # 671490 - Comcast Data Issues****Date:** 11/22/2015 10:11:10 PM**City/State/Zip:** Memphis, Tennessee 38117**Company Complaining About:** Comcast

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**Description**

The data cap that Comcast has implemented is ruining my connectivity. I have been a Comcast customer for 5 years now and over the last year have been dealing with the new data cap Comcast has implemented in our Memphis market. I have called several times to get an explanation from a company that provides internet usage and is supposed to be a progressive technological company. This data cap has cost me an exuberant amount of money over the last few months and talking to Comcast has gotten me nowhere. I have two other individuals living with me. One of them is in college and requires the ability to do online streaming as part of his coursework. I enjoy being connected throughout the evenings when I am home and Comcast is not allowing me to do so. I have begged and pleaded with them to no avail. I have tried to track my usage this month through their usage meter that is provided and the two times out of almost 20 I have tried to check it did it work and show my usage. The year is 2015 and the world we live in is becoming more and more connected each day. Comcast, being an internet provider, should not be hindering the customer's ability to access the internet by charging us extra. I am 26 years old and before I settle down and have children I would love to get the online gaming and Netflix out of my system while I still can. If there is anything that can be done or any further steps that I need to take please help!!!

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**Ticket: # 671560 - Comcast Data Cap and anti competitive practices**

**Date:** 11/22/2015 11:31:35 PM

**City/State/Zip:** Plantation, Florida 33317

**Company Complaining About:** Comcast

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## **Description**

I'm sure you've seen thousands of complaints about comcast and its terrible customer service, business practices, and the rest. But until something is done they will keep pouring in. Comcast sees whatever fcc complaint it receives, calls the customer to have a retention specialist blurb out some pre-written pro data cap rhetoric. And then turns around and says the complaint was handled. Comcast has added a data cap on all of its accounts in major metropolitan area based solely on a money grabbing business decision. This isnt even about net neutrality anymore, it simply is the fact that Comcast has such a monopoly horizontally over the telecommunications industry that in many places they are the ONLY option. Comcast's data caps also came without any written notification. I only found out when I was "credited" for a block of data that went over my plan. I have had the same plan for over 10 years. This is just bad business.

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**Ticket: # 671575 - Comcast and their Data Caps**

**Date:** 11/22/2015 11:56:55 PM

**City/State/Zip:** Sacramento, California 95818

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 671648 - Data caps, unreliable internet, misadvertised internet speeds**

**Date:** 11/23/2015 3:00:55 AM

**City/State/Zip:** Flagstaff, Arizona 86001

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink imposed data caps I never signed up for. I'm a college student living in Flagstaff Arizona where the internet has been notoriously unreliable since I started because we are in the mountains. This is annoying but was accepted, now we have data caps for BOTH IPS's in this city. I can't watch Netflix (I usually do this while doing homework) at home without worrying about data usage and I can't make servers to complete my schoolwork because it eats up all of our data. Additionally, I have 2 roommates and we are consistently going over the cap every month. Lastly, Our advertised internet speed(when it's working) is 100mbps what we get is less than 50mbps. Additionally this is not the fault of our router/modem because we have a fairly new almost top-of-the-line modem/router combo. I don't really need 100mbps, the speed we are currently at is good enough and should be advertised as 50mbps not 100mbps, but I do need to use my internet without worrying about data. This is ridiculous and on a national scale this will (not might) become a huge economic problem as internet usage goes down due to monopolistic tendencies of home ISP providers. PLEASE, PLEASE outlaw data caps at least for home and business ISP's.

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**Ticket: # 671945 - Comcast data caps and restricted internet commerce.**

**Date:** 11/23/2015 11:48:50 AM

**City/State/Zip:** Meridian, Mississippi 39305

**Company Complaining About:** Comcast

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## **Description**

I am filing an official complaint in regards to Comcast's new policy of inhibiting free internet usage and limiting online commerce by implementing new 300 GB per month limitations.

They have stated that this is a fair policy to ensure everyone received the best service and best pricing. The fact of the matter is that this is blatantly false. Data limits do not increase performance across the network. In fact, even during peak usage times, limitations in data transfer rates are non-existent. Comcast's own VP of Internet Services has said publicly that this cap is not an engineering limitation, but a business and financial decision (<http://bgr.com/2015/08/16/comcast-data-caps-300-gb/>).

Comcast also states that 'users who use less pay less and users who use more pay more'. This is unfortunately not the whole story. Users who use less do not pay less. Whether I use 1 GB per month or 299 GB, not only am I putting nearly the same stress on the network, but I am paying the same fee. Comcast attempted to employ similar tactics with Netflix and other online streaming services, by charging them extra to provide their service. They lost that in court, so now they are simply extracting the penalty to the masses.

The internet has been designed as a free and open place of commerce and learning. The internet will not become more lean. By placing caps on how much data you can use per month leads to a scenario where the internet is simply unusable in a matter of years for users that cannot afford Comcast's toll. Are we going to allow Comcast to say who has access to rich multimedia learning with a tutor across the country? Or will we tell that struggling student that he can only download the textbook and study on his own since his data has run out.

It is easy to look at this simply as a matter of a few extra dollars a month. But the fact is, while the financial penalty inherent in their policy is relatively modest now, this policy can lead down a dangerous new path. The internet is freedom, information, knowledge, art, and access to the broader human experience, whether in NYC or Meridian, Mississippi. To limit the full access to that greater experience to those who can afford to pay Comcast's toll allows a level of control that has enormous and serious implications. I hope this will receive the attention it deserves.

Do not allow future ISP's the baseline in which to proceed. Comcast cannot be allowed to extort usage tolls and data caps on access to the internet.

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**Ticket: # 671854 - Data Caps**

**Date:** 11/23/2015 11:14:13 AM

**City/State/Zip:** Miami, Florida 33172

**Company Complaining About:** Comcast

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## **Description**

Recently I Received a text message indicating I have used 90% of my data limit per month, I was surprised by it since I have been over a year with comcast and never received any notification whatsoever of any data cap, I already pay \$60 a month for internet, and yes I'm a cable cutter because I think it's insane pay much more money for a tv package that only have between 5 or 10 channels that are really worth watching, in these days of technology everything depends on internet, from our daily lives, to our works and to our government, we all need internet, putting caps on home data usage is disrespectful to everybody, almost 75% more or less have a Netflix or Hulu account, which with 5 or 6 movies a month will eat the data limit cap in no time, youtube, everyone who have access to internet uses youtube at one point of their lives even from news companies like cnn or msn who a lot time shows streaming videos to inform us of what is happening in the world, all big companies are shifting to internet based bussines models or including a division for it, the world move arounds beacuse of internet, and it is incredibly stupid a big greedy company like COMCAST wants to put and enforce a cap on data usage a cap that it's not reflecting the real internet usage of this generation, a cap that's a move to make the business more profitable on the back of the working people, a cap that the main priority is to stop consumers leaving the cable service and only suscribing for internet, a cap that wants you to pay \$90 for a unlimited 25mbps speed which is a joke when you look at Europe that get double the speed for almost half the price, greedy companies are stopping innovation of technology just because they want more money in their greedy pockets no matter the cost, I already called comcast to evaluate my options with them and receive a very well scripted robotic answer from one of their representatives, in other words if you want to keep your internet service like it used to be give us \$30 more or subscribe to a higher plan so you won't be charged. PLEASE FCC DO SOMETHING ABOUT THIS, I know I'm not the only person who filed a complaint because of the same reason, hope to hear an answer from your agency very soon regarding this matter thank you

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[Ticket: # 671874 - comcast data caps](#)

**Date:** 11/23/2015 11:22:57 AM

**City/State/Zip:** Marietta, Georgia 30064

**Company Complaining About:** Comcast

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## **Description**

The data caps Comcast has established are not consumer friendly and stifle innovation, growth and freedom.

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**Ticket: # 672127 - Comcast Data Cap**

**Date:** 11/23/2015 12:53:40 PM

**City/State/Zip:** Little Torch Key, Florida 33042

**Company Complaining About:** Comcast

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### **Description**

I am issuing a complaint against Comcast for adding a data cap to their internet plans. In a market that is constantly pushing digital copies and wifi connectivity this cap will only serve to stifle innovation and limit consumers options. It is quite clear that this is simply an attempt by Comcast to milk more income from it's consumers.

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[Ticket: # 672001 - Comcast data cap.](#)

**Date:** 11/23/2015 12:07:57 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast sales rep misrepresented the 300 gb data cap, saying that we would have to stream TV for 24 hours a day, every day for a month to exceed the cap. Although we stream at the most 3-4 hours daily, we have incurred data overage charges at least once a month and last two months, four times. At one point we were out of town for ten days and still got hit with extra charges. We are vigilant about making sure things aren't running in the background. We have talked with customer service, but to no avail.

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**Ticket: # 672099 - Comcast Data Caps**

**Date:** 11/23/2015 12:40:01 PM

**City/State/Zip:** South Miami, Florida 33143

**Company Complaining About:** Comcast

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## **Description**

The recently implemented Comcast Data Cap of 300GB/mo in the Miami, FL market is a clear violation of the spirit, if not the letter, of Net Neutrality.

For absolutely no improvement in service, Comcast is essentially implementing a rate hike. Their continued blatant disregard for their customers is unsurprising, as not additional benefit is being offered for the additional monthly charges that will be incurred.

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**Ticket: # 672243 - Data Caps**

**Date:** 11/23/2015 1:27:21 PM

**City/State/Zip:** Flagstaff, Arizona 86001

**Company Complaining About:** Sudden Link

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### **Description**

Data caps on internet usage limit a service that already cost too much. I pay for 150mbps through suddenlink and have never gotten more than 50mbps and the only reason I have to pay for this is to have the increase in my data cap.

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**Ticket: # 672641 - Comcast Data Internet Cap Starting December 2015****Date:** 11/23/2015 3:09:30 PM**City/State/Zip:** Little Rock, Arkansas 72212**Company Complaining About:** Comcast

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**Description**

Though you may have already received a lot of complaints about this issue, I'm voicing my opinion and concerns about this. My husband works freelance as a graphic designer and often have to use the internet to upload and share large files with his clients. Comcast has already denied us a business account because he works from home. In addition, we often use the internet for our entertainment, freeing us from having to over pay for cable. We're having trouble understanding how Comcast can decide on how much internet to use. Whatever happened to proconsumer choices? As time goes on, people are expressing how much of a utility internet access is rather than a luxury. Internet should not be policed and charged as much as they charge. Though they say that most customers may not go over their 300G data cap, what about those that rely heavily on it for their work? It seems to be a bad way to get extra money out of their consumers. Sometimes I think they justify this because they provide one of the fastest internet options out there but it almost doesn't seem worth it considering that their customer service has one of the lowest in the industry and that they're such a huge corporation. This charge is their attempt to bleed water from rocks.

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**Ticket: # 672728 - Comcast's 300GB Data Caps**

**Date:** 11/23/2015 3:36:59 PM

**City/State/Zip:** Brentwood, Tennessee 37027

**Company Complaining About:** Comcast

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## **Description**

Comcast is stifling the progress of America.

Comcast has recently moved into my area with their ruthless data caps. My entire business relies on my ability to use the internet to it's fullest potential., and with these new data caps I cannot afford to go over their 300GB plan. For every 50 GB over their plan, I have to pay an extra \$10. It is very unfair, because before I had unlimited data for the same price I am paying now.

Comcast is using their monopoly on Southern internet to their advantage, and the consumer's disadvantage. Comcast has employed their greediest money grab in their company's history. If home broadband data becomes something consumers must constantly monitor and use sparingly lest they pay penalties, new and exciting products that use large amounts of data might never come to be.

There has been a new development in the recent years when it comes to video. It is called 4K resolution, and it will soon sweep the nation. But with the new data caps in place. It will be IMPOSSIBLE for 300GB users to stream 4K video without draining all of their data. 4K is four times the size of 1080p, and has already been put in place on sites like YouTube.

On the topic of YouTube, How would this company come to be if the data caps were in place then? I would say near impossible, simply because all the video it would take to create that site would drive up the creators budget. What about the people who upload YouTube video's as their job? You can research the screen names: PewDiePie, Philip DeFranco, Smosh, JennaMarbles, nigahiga, and The Fine Bros. Some of these channels make millions of dollars, and millions in taxes. How would a data cap affected the creators of these brands?

So FCC, please help me, and all who are under Comcast's devastating monopoly. Threaten to break up their company into smaller companies; maybe that will change their minds on whether or not their greed is worth it. FCC you did right when it came to net neutrality. Now we need you more than ever!

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[Ticket: # 673094 - Comcast data cap \(south Florida 300gb\)](#)

**Date:** 11/23/2015 5:32:17 PM

**City/State/Zip:** Miami, Florida 33185

**Company Complaining About:** Comcast

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## **Description**

Hi,

Comcast's data cap is a not so clever way to control streaming media and promote traditional entertainment. Sadly myself and many more like me rely on high speed internet for many important things such as education, research, as well as entertainment. This data cap is an insult and only helps to deter users from utilizing the service they pay for.

It's 2015 we should be embracing change not deterring it.

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**Ticket: # 673105 - Comcast data cap**

**Date:** 11/23/2015 5:35:49 PM

**City/State/Zip:** Tucson, Arizona 85715

**Company Complaining About:** Comcast

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## **Description**

I have been a loyal Comcast customer in Chicago for more than 10 years. We recently bought a townhouse in Tucson, Arizona and established internet service with Comcast. My complaint is with the 300 GB data cap, which we routinely exceed and end up having to pay more for data. We stream tv and play games over the internet and 300 GB is definitely not enough data. And Comcast encourages its customers to stream programming. I don't understand why I don't have a cap in Chicago, but I do in Tucson. I would think customer loyalty would count for something and the cap be removed. I have complained to Comcast but nothing has been resolved. I live in an area of Tucson where Comcast is the only cable internet available, so I do not have a choice in cable service providers. I think this is wrong and Comcast is just looking for a way to make more money.

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**Ticket: # 673311 - suddenlink data cap**

**Date:** 11/23/2015 6:39:40 PM

**City/State/Zip:** Flagstaff, Arizona 86001

**Company Complaining About:** Sudden Link

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## **Description**

I am writing to complain about the data caps Suddenlink has pushed onto the customers here in Flagstaff, AZ and other areas i am sure. I have a adhd child which is calmed by him streaming netflix (other other shows) while he does his school work to help him pass his classes as he is 8 years old. He doesnt like to sit still but if a show is playing in the background (one he has watched and accustomed to) he is calmer and can pass classes. We have tried other things but i am paying for a higher internet and add on data ontop of what is offered just to make sure i dont go over in which i do go over some months. I also have a 4 year old that likes to watch shows and he sees his brother do this and being he doesnt understand when you explain it also watches shows on the internet. While my wife and i also use the internet for school needs as we do online classes also has several seminar videos and such to watch and the caps have hindered us in a sense that we try to pass our classes to graduate while it costs us more money to do this. These are just a few examples that we have and i was wondering if anything can be done about this as phone carriers started capping data and wondered why cable would also do this which hurts things we need to do. thank you.

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[Ticket: # 673386 - Comcast Data Cap](#)

**Date:** 11/23/2015 6:58:28 PM

**City/State/Zip:** Miramar, Florida 33029

**Company Complaining About:** Comcast

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### **Description**

Can you please explain to me why is possible for Comcast get away with DATA CAP?  
WHY? HOW?

How come the FCC haven't put a stop to this practice.

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**Ticket: # 705911 - Terrestrial Data Caps and Exemptions from Them**

**Date:** 12/13/2015 2:29:03 PM

**City/State/Zip:** Denver, Colorado 80220

**Company Complaining About:** Comcast

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## **Description**

Comcast CEO Brian Roberts defended his company's much-criticized data caps, saying that consumers should pay for Internet access based on how much data they use, just like they do with gas or electricity.

While large terrestrial internet service providers like Comcast insist (in the court of law and of public opinion) that they are not public utilities like water, sewage, electricity, and phone companies that need utility-style regulation, they simultaneously institute utility-style metering when it suits their profit-seeking interests.

Large consumer ISPs like Comcast exist in an ecosystem devoid of competition. Cable internet service is usually the only service available to consumers that reliably meets the minimum definitions of broadband service set up by the FCC. Cable ISPs divide up their service footprints to ensure no household has a choice between more than one comparable ISP. Considering the market power cable ISPs have over individual consumers, it is in the interest of the public that the restrictions ISPs place on consumers are fair for everyone, and that those restrictions do not disproportionately impact specific classes of service consumers highly demand.

Comcast's newly-instituted 300 GB monthly data limit is being rolled out across many markets with exemptions for Comcast's own internet protocol (IP) mediated media services. The data cap, on its own, may be a reasonable restriction on the use of Comcast's network, given congestion issues are affecting consumers; that is not the case, however. Again, quality-of-service rules implemented to ensure smooth delivery of Comcast's own IP media services might be reasonable, given congestion issues exist on the network; again, that is not the case. When these two measures are implemented together, data limits with specific content exemptions, the functional result is Comcast giving its own IP media services a competitive advantage over third-party media services (e.g. Netflix) by means of the disincentive to consumers of 'spending' their limited monthly data on third-party media services.

The FCC must consider the impacts of data limits (even with overage charges) and exemptions from them on the usage habits of consumers and the economic consequences it has to third-party media service providers. Such an ecosystem could discourage the development and deployment of new, innovative third-party services and quash competition, leading to a wasteland of stale and expensive online media offerings.

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**Ticket: # 674030 - Data Caps**

**Date:** 11/24/2015 5:37:49 AM

**City/State/Zip:** Decorah, Iowa 52101

**Company Complaining About:** Mediacom

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## **Description**

A few years ago, Mediacom added data caps to their plans. My family has been a customer for around 10 years before the addition of data caps, yet our contract was still updated without us ever agreeing to it. These data caps are predatory and an excuse for Mediacom to not have to update their infrastructure. They claim it is to prevent heavy users from slowing down traffic. This is untrue and we never experienced any problems even during peak hours. They also claim most users do not go over their cap, so how would adding a cap affect the overall speed of their network? The only logical conclusion that can be concluded from this is they are greedy and only in it to make money. I would love to switch to another service, but Mediacom is basically the only option in my area, which is also a reason why they are able to get away with these data caps. I have been hearing news about Comcast adding data caps to some areas, and I would just like to voice my opinion in the matter that these prices are predatory and should be regulated much like many other utilities.

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**Ticket: # 674187 - Comcast/Xfinity favors their video content over competitors**

**Date:** 11/24/2015 10:31:37 AM

**City/State/Zip:** Franklin, Tennessee 37064

**Company Complaining About:** Comcast

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## **Description**

My family has recently started to go over the 300 GB data cap that is put in place by Comcast/Xfinity. Even though I subscribe to a "Triple Play" service through the company, we often rent movies through iTunes over an Apple TV as well as watch streaming video from other services. The 300 GB data cap is a blatant attempt to prevent customers from using competitors streaming services over renting movies directly through the Xfinity set top box.

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[Ticket: # 674207 - An unfair Comcast data cap](#)

**Date:** 11/24/2015 10:41:18 AM

**City/State/Zip:** Marion, Virginia 24354

**Company Complaining About:** Comcast

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## **Description**

Our Tri-Cities market was 'graciously' trialed into Comcast's new 300 GB cap data plan. Of course, our data has 'amazingly' risen since this notification by almost double the usage. The rest of the industrialized world does not have data caps in place. This is outright greed and unfair on all respects. I ask that you intervene with the millions of other customers who have to put up with this nonsense from this greedy behemoth every day and stop data caps! We are not the only ones suffering, and we will certainly not be the last.

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**Ticket: # 697155 - Comcast Data Cap****Date:** 12/8/2015 2:09:01 PM**City/State/Zip:** Marana, Arizona 85653**Company Complaining About:** Comcast

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**Description**

I have been a loyal Comcast customer for nearly 7 years now. I pay my bills on time and in return I expect a quality service at a fair price. 4 years ago I stopped using Comcast for my television source because a viable option in the form of DirecTV lured me away with a significantly lower price for far higher quality service including HD TV boxes and a DVR system.

I remained a Comcast internet user since they were the only one to provide the level of service I desired. The service has now placed a "trial" data cap on our service that for the last year I have struggled to deal with. I avoid using any service such as Netflix or Hulu in fear of being punished by my cable company. This also deters me from purchasing any new gaming or video streaming systems for my family since the world is turning to a web based society.

The reasoning I have informed for these data caps that are trying be label as data usage plans, since it is a far less negative connotation to the name, is for a sense of fairness since they claim only 8% of user go over the 300gb / month cap. However Comcast has made plans for other services such as the Xbox video streaming service or their own online video service exempt from its "data usage plans".

To date I have never been offered an alternative to paying the \$10 per 50gb overages fees such as a small increase to my bill to return to unlimited data.

Personally if and when there becomes another alternative I would gladly switch even if the service was a bit slower simply to avoid the punishment from a company I have given thousands of dollars to. I fear that even this communication to a federal commission could result in punishment to myself and my family from Comcast, however I feel I have no other options in this land of the free and home of the taxed.

<http://apps.fcc.gov/ecfs/document/view?id=7021993330>

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**Ticket: # 680685 - Comcast data usage plan being anti competitive**

**Date:** 11/29/2015 5:22:36 AM

**City/State/Zip:** Tamarac, Florida 33321

**Company Complaining About:** Comcast

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## **Description**

XFINITY service in the South Florida area has always had the 250 GB / month "data soft cap" disabled. However, starting October 1, 2015, Comcast will be implementing a 300 GB / month data cap. Users who use more than this on a monthly basis after the cap is instated will be forced to either pay a monthly \$30 fee for Comcast's new "unlimited data package" or pay \$10 for every 50 GB they go over the 300 GB. With the ubiquitousness of online media consumption nowadays (e.g.: Netflix, Amazon Streaming, etc) , many users — myself included — will be forced to pay a new fee, not included in the original service contract. Comcast is attempting to forcibly reduce our usage without acknowledging the fact that these new services are shaping the way we consume media, and instead are holding many of their customers hostage via a lack of competition, freely profiting from this. Frankly I didn't notice it or care much but recently I started using Netflix and started playing video games on steam and my usage has skyrocketed. With more and more households cord cutting and streaming netflix, hulu, twitch, youtube, HBO the common household will easily go over their supposed 300GB average. This is extortion, this data limit serves to prevent me from using Netflix and other streaming services as a replacement for cable tv service.

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**Ticket: # 680945 - Comcast data caps**

**Date:** 11/29/2015 2:08:52 PM

**City/State/Zip:** Alpharetta, Georgia 30009

**Company Complaining About:** Comcast

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## **Description**

For the first time this month, my father was sent a message from comcast saying we are nearing a 300 gb data limit. Since Comcast is only cable internet our house can get that is fast enough for my father's work, we have no choice but to pay for their service.

My Xbox One and Wii U alone could reach this limit fairly easily with game downloads and updates to the console and games. Not to mention any older gaming systems my siblings and I also own and use. We all stream from Hulu, Amazon and Netflix in our rooms but we also pay for Comcast cable tv. Though, this is not the most pressing matter we will have with the data caps. Next semester I will finally start taking major specific courses in college. Since I am living at home to lessen my expenses, it is easier for me to take online or hybrid classes to minimize gas consumption and time spent in traffic. Also my major itself is partially online so many classes I need I will have no choice but to take online. These classes involve at least 4 hours a week of listening to lectures, doing daily online homework, research, and weekly tests and quizzes. Multiple online classes will lead to more time spent online. Many on campus classes also use online resources for homework and testing. Online classes are also more expensive and if I am unable to access them it will be a waste of money and lead to more time spent in college waiting to take online classes I need to get my major.

With my father working from home and all my siblings living here, this data cap will be reached and crossed easily with no option but to pay expensive overage fees.

This data cap is restrictive and unfair. We should have the ability to switch to another cable or Internet provider if our current is not providing for us what we need at a price we can afford.

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**Ticket: # 676595 - Comcast Data Cap**

**Date:** 11/25/2015 11:42:51 AM

**City/State/Zip:** Miami, Florida 33193

**Company Complaining About:** Comcast

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### **Description**

I am a Comcast internet subscriber. I do not like their data cap. It is an unfair and deceptive trade practice. There are no other ISPs available where I live (Miami-Dade County).

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**Ticket: # 675235 - Comcast Data Cap**

**Date:** 11/24/2015 4:16:12 PM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## **Description**

Comcast has a 300gb data cap on my internet service. This is way too easy to surpass in this day of age. I am a cord-cutter and would love to not use Comcast as my provider but it is really my only decent option to get speeds fast enough. So I'm stuck with them and now they limit my data. I feel like this is a way for them to get back at us consumers and competitors like Netflix for not paying for Comcast TV. They make it so we pass our data cap and have to pay them extra for the loss income.

And now they are offering their own TV streaming service, but finding a loophole and saying it is not going through the "Internet" even though it's going through the same hardware. This seems like a violation of net neutrality to me.

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**Ticket: # 675665 - Comcast data caps**

**Date:** 11/24/2015 6:36:15 PM

**City/State/Zip:** Nashville, Tennessee 37221

**Company Complaining About:** Comcast

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## **Description**

Hello,

Comcast is the only option for internet in my area currently at (b) (6) Nashville, TN, 37221. AT&T claims to be coming to my area soon, but no guarantees, and not likely Google Fiber will be coming here.

As a result, Comcast is my ISP as my only option. I have been a customer with Comcast in Nashville since 2009 (nearly 7 years), and recently dropped cable TV to keep only internet service. Recently, Comcast added a data cap to my internet to punish me and many other Americans for cutting cable, who desire to use internet streaming services only. I know teeter on going over the ridiculous 300GB cap nearly every month, and just this month I have gone over, resulting in an extra \$10 to my bill. It's been shown that the data caps are not necessary by any means to reduce network congestion, and are clearly a ploy to make money from lost revenue from cable subscription cancellations. See here: <http://apps.fcc.gov/ecfs/document/view?id=7021993330>. Furthermore, Comcast is introducing a \$30 extra 'unlimited data' add-on which will remove the cap. It's even more abundantly clear this is a ploy to gain profits from lost cable subscriptions.

The internet is a basic utility as defined by the FCC, yet no actions have been made to prevent monopolies, anti-trust, and gouging of customers. We couldn't imagine paying a free-market price for electric or water in the USA, yet the internet which is vital for people's livelihoods as jobs and as aforementioned as a basic utility, is continually made to a monopoly, hurting only the consumers in the nation.

I do not believe that Comcast should be allowed to have data caps, carry monopolies in markets, or have free reign to charge for every little aspect on persons account. Please stop Comcast in their illegal dealings.

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[Ticket: # 676408 - Wireline ISP data caps](#)

**Date:** 11/25/2015 9:54:37 AM

**City/State/Zip:** Middle River, Maryland 21220

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding data caps to 8 new cities, which goes against the bedrock tenets of proper net neutrality.

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**Ticket: # 676567 - XFINITY Data Cap?**

**Date:** 11/25/2015 11:31:13 AM

**City/State/Zip:** Grayson, Georgia 30017

**Company Complaining About:** Comcast

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## **Description**

I received notification that we are nearing our data cap of 300GB per month. This is outrageous. We recently moved to the Atlanta area. I've had internet for over 20 years and I've never had a data cap. Comcast is using this to take advantage of their multi-billion dollar corporate hold on regular, hard working people. My husband and I pay for our internet, and we USE it. Thats the point. This data cap is a scam and the FCC should shut it down immediately. Please tell me why you have not? Comcast does not have to pay for data, so the idea that they can put limits on data use, then charge overages is asinine. Shame on Comcast and shame on the FCC for letting this happen.

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**Ticket: # 676920 - Comcast 300gb data cap**

**Date:** 11/25/2015 1:37:39 PM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

I believe the newly enforced data caps by Comcast are specifically designed to dissuade "cord cutters" such as myself who, instead of utilize one of their television options, use only internet services and stream our television shows via Netflix and Hulu. I prefer using these services, however now I am being faced with overage charges as 300gb a month is far too low to be able to view my desired content in lieu of returning to comcast's television options. This, to me, seems to be a direct breach of net neutrality and is specifically targetting my demographic.

Additionally, as someone who regularly plays and downloads video games, 300gb can be easily surpassed. Downloading a single game is often more than 50gb, and saying I can only play a certain number of games every month should not be legal.

The Internet is not a limited resource. There is no logical way to explain this new data cap other than Comcast attempting to over charge it's new customers and dissuade consumers from using rival services like Netflix and Hulu.

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**Ticket: # 677330 - hughes net lies**

**Date:** 11/25/2015 4:15:18 PM

**City/State/Zip:** Lake City, Florida 32025

**Company Complaining About:** Hughes Net

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## **Description**

So, I have been trying to get broadband internet out at my family farm for years. I recently talked to a rep with Hughes net and decided to sign up. I avoided it for years, because I heard all the horror stories, but with the new fcc ruling on data caps i thought I was safe. I point blank asked the rep if netflix would work after the "preffered data" he said that it would, no problem. (streaming has become a big part of scholing for my children, so when I say netflix, it also means streaming their school work, and my training videos for my job as well) It does not. My first month in, it worked until week 3. I figured we could just cut back (on our data usage) and we would be fine. No. 2nd month, it worked for about 3 days. Then nothing. we complained, we were given a little bit of data to get us past the threshold, (that we knew not of) of being able to back out of the contract. Now we have to keep the service, or pay \$400 to get out. I think that we were misled by the sales rep and should have an out. Even the rep stated that "This is due to the 20 day grace period where data resets on a daily basis. While this is nice for allowing new customers to updated all of the software on their devices, it really only gives the customer 10 days to determine if the service is worth keeping or not. After that, it is a \$400 cancellation fee." This, again, was not told to us until after we were locked into the service. I feel this violates not only my rights as a consumer, for not being treated fairly. But possibly also the Net Neutrality Laws. I cannot stream anything after a few gigs, or download any files. While they say that it still works and is just throttled, it is in fact timing out and therefore is useless. I don't know what I can do other than cough up \$400 (to cancel the contract) or keep paying \$80 a month for a service that does not meet my online needs. There are many examples of this same issue ion their "community" threads, which I wish I had been aware of prior to.

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**Ticket: # 677480 - Data Caps on what once was unlimited internet**

**Date:** 11/25/2015 5:10:41 PM

**City/State/Zip:** North Miami, Florida 33181

**Company Complaining About:** Comcast

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## **Description**

Comcast has rolled out a data cap of 300GB a month for all users and will charge \$10 for every 50GB past that. They do allow 3 overages for free PER YEAR but I've already passed it twice. This was clearly done as way for them to legitimize charging people more for services they're already paying for. I signed a contract to have TV and Internet in an unlimited capacity, so long as I pay my bill, which I have ,FAITHFULLY, every month. Comcat believes that because they've got control of the market on high speed internet that they can now charge whatever they feel of their user base.

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[Ticket: # 677661 - Comcast/Xfinity Data Cap](#)

**Date:** 11/25/2015 7:09:58 PM

**City/State/Zip:** Decatur, Georgia 30033

**Company Complaining About:** Comcast

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## **Description**

We are receiving a data cap warning message which seems to violate net neutrality/open internet. We were not told of this new cap by Comcast/Xfinity. It seems a lot like extortion to be able to pay an extra fee to have the cap doubled, especially when Comcast/Xfinity is our only real option for cable/internet at our condo complex. I often work from home, so this is a huge issue for me.

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**Ticket: # 677674 - Comcast Internet Cap****Date:** 11/25/2015 7:17:00 PM**City/State/Zip:** Goose Creek, South Carolina 29445**Company Complaining About:** Comcast

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**Description**

I'm in the military, living on base in Goose Creek, SC. Living here, the only internet option available to me is Comcast. In fact, because they have a "deal," they actually have a monopoly on the whole base, probably the whole area, too. Despite already having the guaranteed customers of everyone in the area and internet being a very cheap service to provide, they have gouging prices and insist on implementing these "data caps."

As you probably know, providing internet only costs pennies per gigabyte, and the prices Comcast already charges are a significant mark-up on what it costs them. The absurd part is, for paying almost \$150 a month (enough money to pay for 3,856GBs of NEW FIBER OPTIC INTERNET with a 300% profit, meaning 4 times what it would cost them for a new, cutting edge, and improved service, let alone their slower, outdate on), I only get 300GBs of slightly above average internet speed. This is them both taking an advantage of a monopoly due to choking out the market on all competition, as well as choking out other markets that compete with their cable aspect, such as hulu, youtube, amazon, and netflix, by limiting and discouraging their customers' use of these programs. In addition to this, they are taking advantage of their customers by imposing these caps, and then AUTOMATICALLY charging them when they go over, \$10 for 50GB (which is enough to pay for 257GBs of the fiber optics mentioned earlier at the same 300% profit). This means they are gouging their monopolized customers for at least 1250% profit on the initial 300GBs, and 2500% on every additional 50GBs.

Not only is it unfair that they impose this on their customers, I believe it is unlawful to impose these kind of caps on a communication service such as this if there is no actual cost or reason to put the caps in place outside of increasing excess profits. They put this cap solely for the reason of getting an extra 200% of profit (in top of the already 1250%) out of you every time you go over by even 1GB. I'm asking as both a citizen and a service member of the armed forces that this company is kept in regulation instead of taking advantage of those that live in the areas choked out by their monopoly.

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**Ticket: # 677869 - Comcast Data Caps**

**Date:** 11/25/2015 10:19:08 PM

**City/State/Zip:** Knoxville, Tennessee 37923

**Company Complaining About:** Comcast

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## **Description**

As of October 2015, Comcast has started imposing a data limit on my home internet service. Previously, the internet in my home has been unlimited. I feel that home internet that you pay a monthly fee for should be unlimited in order to maintain a fair and open internet. With a data cap in place, I feel limited by what activities I can do online for fear of using too much data. Data caps unfairly target people who stream online video rather than paying extra for cable service. I feel that I am being penalized by not paying for Comcast's other services.

Comcast says they've been trialing these data caps in my area since October 2013, but I was not affected until this year. There was no notice of this change before it was put in place, nor can Comcast tell me what my previous data usage was prior to October 2015. Despite being a "trial", there is a penalty for going over your allotted amount of monthly data. After the cap of 300GB is reached, 50GB are automatically added for an extra \$10 on my bill. There is no way to opt out of automatically adding the extra gigabytes and incurring the fee. This seems very unfair considering I already pay \$60.92 for my monthly internet service. These \$10 surcharges can be added indefinitely if you continue using your home internet in 50GB increments.

Data caps are unethical and they are not beneficial to consumers. Their only purpose is to line Comcast's pockets. I would like the FCC to rule on the legality of data caps. I believe they are in line with blocking, throttling, and fast lanes as barriers to Net Neutrality.

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**Ticket: # 677944 - Comcast Data Cap**

**Date:** 11/25/2015 11:58:29 PM

**City/State/Zip:** Gadsden, Alabama 35904

**Company Complaining About:** Comcast

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## **Description**

I live in Gadsden, AL. I have Comcast Cable Internet. This is the only internet available to me. I have recently cut off my cable services, and have only internet with Comcast. They are imposing a 300gb data cap in my area. It cost them no more money if I use 2 gb or 2000gb. This data cap is a direct punishment for those who choose to only have their internet service, and use other streaming sources like Netflix or Hulu. Since Comcast can't legally slow or ban these sites, they are making us pay more money for our internet because we use data to stream our viewing choices instead of using their outdated cable. How is this not a violation, and how have they been able to do this for years.

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**Ticket: # 678137 - Comcast Data Caps Are Against Net Neutrality**

**Date:** 11/26/2015 10:42:49 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a 300 GB data cap in order to prevent me and other customers from streaming other video services such as Netflix and Hulu, but their own streaming service Xfinity on Demand does NOT get counted in this data cap. This is an obvious attempt to prevent users from getting media from sources other than Comcast's monopoly.

It's a shame no other internet provider works in my area, or I'd have cut Comcast a LONG time ago. If these data caps are not removed I will switch to using cellular data and cancel Comcast.

The FCC should do something to prevent consumers from being forced to use a streaming service over another because of data caps.

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**Ticket: # 678191 - Comcast Data caps and terrible customer service**

**Date:** 11/26/2015 1:03:52 PM

**City/State/Zip:** Newberg, Oregon 97132

**Company Complaining About:** Comcast

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**Description**

Hello, Comcast has imposed a 250GB softcap, and 500GB hard cap of data in my area. When I spoke to a representative about this, I was told the FCC is forcing Comcast to impose these data caps. A quick Google search told me that the rep was a liar.

I would greatly appreciate the FCC fighting for Net Neutrality. Comcast needs to spend their money improving how we access the internet; instead they line their pockets and hurt the consumer. We live in the USA, we should have the fastest internet at an affordable cost without data caps.

As a consumer I've had enough with Comcast's evil ways and despicable business practices. I am switching internet providers next week.

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[Ticket: # 678334 - Home Broadband Data Caps](#)

**Date:** 11/26/2015 6:39:26 PM

**City/State/Zip:** Denver, Colorado 80211

**Company Complaining About:** Comcast

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## **Description**

The implementation of data caps on home broadband internet services is a greedy practice that has nothing to do with providing a higher quality product to its consumers. It will have a negative impact on growth and innovation for Americans and will cause us to fall behind the international community. Please restrict all ISPs from being allowed to implement this greedy and intrusive practice.

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**Ticket: # 678368 - Data Caps**

**Date:** 11/26/2015 7:45:47 PM

**City/State/Zip:** Lakewood, Ohio 44107

**Company Complaining About:** Cox

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## **Description**

Cox has recently added and begun enforcing data caps on its otherwise unaltered plans. These plans are not about equity or fairness, but instead target those who use the internet in lieu of their cable service.

Please review these plans and consider making internet a regulated utility to prevent these abuses.

If you'll review you will also find a funny trend regarding competition and service offerings. Those areas with high competition have lower prices. If that isn't evidence of price gouging im not sure what is.

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**Ticket: # 678468 - Comcast Data Caps**

**Date:** 11/26/2015 11:38:44 PM

**City/State/Zip:** Marietta, Georgia 30068

**Company Complaining About:** Comcast

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## **Description**

Comcast has put data caps on my usage without consent in my contract and wants to charge extra fees without describing or providing accurate tracking of data usage. It appears inaccurate and arbitrary. This is a blatant protectionist act against competitive streaming services. There is no data bandwidth problem because the TV Service pushes more data than the internet I use.

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**Ticket: # 678480 - Comcast Data Caps**

**Date:** 11/27/2015 12:30:00 AM

**City/State/Zip:** Murfreesboro, Tennessee 37127

**Company Complaining About:** Comcast

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### **Description**

Comcast's data caps are ridiculous. They are clearly enacting them to choke out the streaming services. By putting a cap on my internet they are trying to force me to subscribe to their TV service. I do not want or need TV service. I have already gone over one month, and am on track for my second in a row. After one more I will be charged outrageous overage fees.

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**Ticket: # 678913 - Data Cap**

**Date:** 11/27/2015 2:07:06 PM

**City/State/Zip:** Savannah, Georgia 31407

**Company Complaining About:** Comcast

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## **Description**

Had comcast internet for years and have been doing the same thing, playing games, streaming movies and such. As a hardcore gamer, downloads are a commonplace. Just recently, Comcast changed their policy for a data cap. As someone that's already been paying 80 dollars for "faster" speeds, now they're attempting to charge for more data? There's no competition around here for any other internet provider, this should not be allowed to happen!

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**Ticket: # 694597 - Comcast's data caps.**

**Date:** 12/7/2015 12:10:06 PM

**City/State/Zip:** Little Rock, Arkansas 72202

**Company Complaining About:** Comcast

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## **Description**

I've been subscribed to Comcast's services for approximately 6 months. Of course, they didn't mention to me at the time that I signed on to their services that they were planning on imposing a data cap (For all intents and purposes, that is what this is). The 350GB data 'limit' is entirely too low for any modern internet user. I frequently use Netflix's 4k streaming services, as well as game on my PS4, but now I'm being punished for doing so. It's ridiculous that I would have to constantly worry about how much data I'm allotted when I'm using my home internet service, which has been historically free of these regulations. Comcasts is the only ISP in my area, so I have no choice but to use their services. If they did not have a monopoly, I would go somewhere else for my internet.

Not to mention, the average Comcast customer would not be able to verify that the data usage numbers we're receiving from Comcast are even accurate, which from what I've seen there have been a significant amount of users that are reporting pretty convincing cases of Comcast's numbers being wrong..

It has already come to light that this is not due to a network congestion issue, but instead as 'Fairness and providing a more flexible policy to our customers'. Tell me, what's fair about this? How is this flexible? Comcast execs know exactly what they're doing. There's too much money to be made from charging overage fees, and they're trying to give incentives to people who are trying to 'cord cut' to buy their cable services. I don't want to buy Comcast's cable. I don't want to buy Comcast's internet.

This business practice is stifling innovation. How would companies like HBOGO, Hulu, Amazon, Netflix, YouTube, or any video game that utilizes the internet have fared if these arbitrary rules had been in place before they had started? I know for a fact that they make plenty of money to maintain their (kinda shitty) network through the MONTHLY BILL I'M ALREADY PAYING THEM.

This. Is. Not. Right. If there is a God, let him banish this company back to the dark abyss of Hades that it came from.

Sincerely,

A Disgruntled Comcast Customer That Is Being Bent Over The Table

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[Ticket: # 679273 - Xfinity data caps in Memphis](#)

**Date:** 11/27/2015 5:51:44 PM

**City/State/Zip:** Memphis, Tennessee 38117

**Company Complaining About:** Comcast

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## **Description**

The 300GB data cap for consumers in the Memphis area is absurd and is a threat to Net Neutrality. Xfinity/Comcast is punishing people who chose to use streaming TV services like Netflix or Hulu by setting low data limits and fining consumers for overages.

We are not pirating and torrenting data, we just want to watch TV we actually enjoy and not what Comcast and cable companies show.

The fact that only some markets are affected by these caps seems fishy at best.

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**Ticket: # 679710 - Comcast Data Caps**

**Date:** 11/28/2015 1:38:28 AM

**City/State/Zip:** Lawrenceville, Georgia 30045

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I believe that the Comcast data caps are anti-competitive and are indicative of upcoming issues with net neutrality and the open internet. It has become clear that the internet has become a necessity for the daily work and welfare of the American and global population. Even with their high profit margins, Comcast has added data caps to their services across the nation. These are aims at discreding the streaming services of other companies in order to abate their ever decreasing profits on cable. You must shut down this monopolistic tactics. To avoid slippery slope arguments, Comcast is simply too big.

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**Ticket: # 679728 - Terrible data caps**

**Date:** 11/28/2015 2:49:33 AM

**City/State/Zip:** Chapmanville, West Virginia 25508

**Company Complaining About:** Sudden Link

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## **Description**

We're having to pay more money to avoid going over a cap that was instituted without warning. The cap is based on data that is now outdated as well. They seem to think that people who watch 4K television and play video games (which now go over 50GB in a single download due to the amount of detail and work put into them) won't go over their RIDICULOUSLY small data cap allotments. This is very unethical and greedy of them, and they even have admitted to the overage charges being a "great source of revenue" for them.

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[Ticket: # 679774 - Comcast residential data usage cap](#)

**Date:** 11/28/2015 6:16:24 AM

**City/State/Zip:** Lakeland, Tennessee 38002

**Company Complaining About:** Comcast

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## **Description**

Comcast is now imposing a data cap on my residential account. This is to discourage me from using the free market to find sources of video (Netflix, Amazon prime) that fit my needs better. This practice is archaic and designed to try and keep a failing cable tv subscription business model profitable by forcing users to avoid its non-traditional competitors. The problem becomes worse as they offer faster access speeds. The cap can be reached much quicker. They charge for this speed difference and penalize the consumer by not raising the cap accordingly. Please stop allowing this monopoly from gouging consumers further

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[Ticket: # 679832 - Comcast Data Cap](#)

**Date:** 11/28/2015 10:40:45 AM

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

**Company Complaining About:** Comcast

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## **Description**

I am yet another citizen that has been hit by the Comcast data cap scam. It is obvious that this company has a monopoly and that it is utilizing its means to hurt net neutrality. Please look into this ASAP.

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[Ticket: # 679911 - Data caps are ridiculous](#)

**Date:** 11/28/2015 12:11:22 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

The data cap on my Comcast internet is an arbitrary number that Comcast execs have approved in a money grab. I have already scheduled to have my service disconnected and am never looking to return.

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**Ticket: # 679869 - Comcast data usage of 300 gb**

**Date:** 11/28/2015 11:34:34 AM

**City/State/Zip:** Miami, Florida 33194

**Company Complaining About:** Comcast

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## **Description**

I have comcast internet, i work from home. there data cap restriction of 300 gb per month is absurd. We do not have alternate internet connection, so we have no other choice but to go with comcast. There monthly fee is 75\$ which is way more then at&t which charges 25\$ for same connection, we have.

There data usage meter is not accurate. some time it shows 14 gb per day or 8 gb per day even thought we use few times.

So what alternatives do we have? as they are the only provider in our area. Internet connection is so unreliable, there speed also drops down some time.

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**Ticket: # 680017 - Comcast data caps for home internet.**

**Date:** 11/28/2015 1:21:59 PM

**City/State/Zip:** Franklin, Tennessee 37067

**Company Complaining About:** Comcast

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## **Description**

I have moved to a new location in the Nashville TN area, Franklin to be exact. Here Charter, my previous provider is unavailable, I was stuck with Comcast. Starting their service just last month I started getting pop-ups in websites notifying me of reaching 90% of my data cap. Not knowing I signed up for this (though I'm sure it was in some fine print somewhere) I assumed we had a virus and took measures to re-mediate. Only later after googling the issue did I realize they have been doing it in my area since 2012 and the FCC hasn't looked at the practice yet, because it isn't nationwide. It has been in 'trial' for 3 years with the statement of it will cost power users more money and everyone else will save money, which isn't the case, the plans are the same cost they used to be, and you can only get a \$5 credit on the lowest tier plan if you stay below 5GB a month.

Pretty much it seems that with their customers reducing their subscriptions Comcast is looking for a new way to capitalize and maintain earnings, while not providing the consumer anything but higher margins.

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**Ticket: # 680351 - Data caps are unreasonable and unethical**

**Date:** 11/28/2015 5:55:15 PM

**City/State/Zip:** Cordova, Tennessee 38018

**Company Complaining About:** Comcast

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## **Description**

Comcast has data capped their internet service at 300 gigabytes. I find this reprehensible and immoral. I am one of the few that will regularly go over this data cap because of my choices to cut cords, and because of my hobbies requiring a large amount of bandwidth. Comcast is willing to "allow" me to go over this cap for the price of \$10 for every additional 50 gigabytes.

I find it remarkably hard to believe that Comcast (or any carrier) will be out 10 dollars, or even 10 cents if I go over this data cap. This appears to be price gouging, as I have no options except to pay for the additional data, or switch to a carrier with even more strict data caps.

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**Ticket: # 680425 - Comcast Data Cap**

**Date:** 11/28/2015 6:56:37 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

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## **Description**

Comcast is expanding its data cap coverage to include my city. I want to take this opportunity to let you know in my area the only high speed Internet provider I have is Comcast and them putting a cap on my Internet I believe is a slap in the face to net neutrality. Seeing as how they send their tv stations down the same pipeline that does not go against your cap but if you stream your own media as I often do then I see a data cap. This is very UNFAIR. thank you for hearing my concerns.

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[Ticket: # 680650 - Comcast data usage caps](#)

**Date:** 11/29/2015 2:01:14 AM

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

**Company Complaining About:** Comcast

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## **Description**

I am displeased that Comcast uses data usage caps. They do not offer a service plan without these caps. As well, their online data usage meter rarely works (I have attached an image of this)--if I wish to ensure that I don't exceed the data cap, I have to use third-party software to do so. If I am to be charged for exceeding a data cap, I think the company should have a reliable way to monitor data usage.

These data caps were implemented in my city as part of a "trial." That trial has gone on for three years now and Comcast has not made any "innovations," as they promised the trial would allow them to do.

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[Ticket: # 680746 - Comcast data cap](#)

**Date:** 11/29/2015 10:51:18 AM

**City/State/Zip:** Germantown, Tennessee 38138

**Company Complaining About:** Comcast

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## **Description**

We continually run up against our data cap through normal house activities continually run (netflix and web surfing). We are a family of 5. Comcast will charge for extra data. I also saw that they are offering a streaming TV service that doesn't cost against the data cap. I'm sure it's only a coincidence they are spreading data caps to their markets right before rolling out this new service. As the internet becomes more and more a necessity for daily life, this data cap will only get worse. Additionally, there is no real competition at my house. ATT isn't an option due to the phone line infrastructure not supporting high speeds. We are already paying an exorbitant amount per month. I do not need additional charges for data caps. Thank you.

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[Ticket: # 681058 - Comcast Data Caps and Net Neutrality](#)

**Date:** 11/29/2015 3:15:38 PM

**City/State/Zip:** Nottingham, Maryland 21236

**Company Complaining About:** Comcast

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### **Description**

Comcast is now creating data caps for users and will raise prices of the same service.

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**Ticket: # 680769 - Internet Complaint**

**Date:** 11/29/2015 11:39:19 AM

**City/State/Zip:** Knoxville, Tennessee 37923

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap effectively blocks the websites I can visit by limiting how much data i can use in a month. I cannot use certain well-respected websites such as Google+ or purchase video games through digital distributors such as Steam because of this data cap. Their data cap shows a blatant disregard of open internet practices.

I have no other broadband internet service provider in my area, so Comcast is taking egregious advantage of their monopoly in my area by gouging customers with this data cap and limiting their internet usage.

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**Ticket: # 680784 - Stream TV**

**Date:** 11/29/2015 12:02:50 PM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** Comcast

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## **Description**

I currently subscribe to SlingTV which counts towards my 300gb data limit with Comcast whenever I watch it. I understand Comcast is preparing to release Stream TV which apparently will not count towards the data cap because of claims it is over the traditional cable system. Even if that is true it appears this is preferential treatment of certain content over others and could have a major impact on emerging online video competition. If Stream TV does not count towards the data limit then SlingTV should not count towards the data limits.

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[Ticket: # 680828 - Comcast raising prices/data caps](#)

**Date:** 11/29/2015 12:46:50 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast

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## **Description**

They make money hand over fist (almost \$100 for ONLY internet. No tv, no phone) and yet they still feel like they can get away with raising prices and expanding their data caps. There is no good reason for anyone with hard wired Internet (cable, fiber, etc) to have a data cap in 2015. At this point it's basically sanctioned robbery and it needs to be stopped.

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[Ticket: # 680909 - Comcast](#)

**Date:** 11/29/2015 1:44:26 PM

**City/State/Zip:** Fox Lake, Illinois 60020

**Company Complaining About:** Comcast

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## **Description**

Comcast use of data caps and rate hikes is extremely unethical. Please stop this and actually fight for the people like you're supposed to.

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**Ticket: # 680861 - Local monopoly**

**Date:** 11/29/2015 1:09:19 PM

**City/State/Zip:** Adairsville, Georgia 30103

**Company Complaining About:** Comcast

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## **Description**

Comcast is using their local monopoly of high speed internet to extort more money from customers. They do this by imposing data caps that prevent normal internet use (making it impossible to stream video such as Netflix on a regular basis) and they continue to increase costs with no added benefit to the customer. Also, compared to the rest of the world, Comcast is charging over 1500% higher per gigabyte of data (<http://www.cutcabletoday.com/comcast-marking-up-internet-service/>).

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**Ticket: # 680878 - Comcast Data Caps**

**Date:** 11/29/2015 1:24:49 PM

**City/State/Zip:** Coon Rapids, Minnesota 55448

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I haven't been hit with the Comcast data caps yet. I fear that I will soon be subject to them however. It baffles my mind that, in this day and age, practices like this are even legal. There is literally not a single good reason for the caps. Comcast is just trying to push other companies like Netflix out of competition and make even more money, hand over fist while they do so. So, again like I said, this should be illegal.

It's pretty sad that our country has the worst internet access and the highest prices amongst all developed countries in the world. That alone speaks volumes of how badly Comcast's practices hurt America. Now add these caps on top of it and it becomes even more pathetic. Things like this bring me shame when I call my self American. Capitalism is the way, sure, but this is not the way to do it. They would be stifling the entire country with no benefit but to themselves.

Not a SINGLE person I know or have ever heard of is in favor of these caps. We're paying more for what, a hindrance to the already awful internet access we have? It makes absolutely no logical sense. I wouldn't mind paying more for something that had some benefits, but these caps have absolutely none.

I implore you to take this matter seriously and stop this before it hits all of America. You probably aren't getting many complaints yet, but you soon will be when it hits all of us.

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[Ticket: # 681059 - Comcast Data Caps](#)

**Date:** 11/29/2015 3:15:40 PM

**City/State/Zip:** Atlanta, Georgia 30315

**Company Complaining About:** Comcast

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## **Description**

Comcast is taking part in 2nd degree price discrimination by charging data caps that prevent streaming resulting in competitive injury to streaming companies.

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**Ticket: # 680982 - Cable internet monopolies****Date:** 11/29/2015 2:29:28 PM**City/State/Zip:** Port Huron, Michigan 48060**Company Complaining About:** Comcast

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**Description**

I've been reading a lot of information on the web about how my internet provider (Comcast) intends to issue data caps on its services, as well as several other very concerning issues, such as rate hikes and forced fees for existing customers. If that weren't enough, they will apparently be offering their own video streaming services that will be exempt from their own data limits, giving them an unfair advantage in the market. I already pay \$66 a month for an internet and cable TV package from them, but I do not watch television, yet I am only offered this bundle because they tell me it will save me money. I would prefer to have an internet only plan since I prefer to stream videos online (I don't even use things like Netflix or youtube often), however whenever I go to their website to look up my data usage, I get an error on that page EVERY SINGLE TIME. This is highly suspicious and I feel like I am overpaying for internet and TV services I don't even use. This is atrocious and they are clearly taking advantage of customers who have very few choices for Internet service providers. I know I am not alone with concerning these complaints, but I would very much like to see something done about it, even if it means offering internet as a metered package, similar to a utility bill. I have yet to see any good news come from the FCC over this, and somehow these companies benefit for delayed action when something should be done about it. These business practices are appalling, offensive and needlessly expensive and we need better alternatives when it comes to net neutrality.

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[Ticket: # 681051 - local monopolies](#)

**Date:** 11/29/2015 3:12:08 PM

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

**Company Complaining About:** Comcast

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## **Description**

The existence of local monopolies to cable internet (which is in many areas the only way to have Broadband internet) is spreading. If it's not Comcast, it's any other company that enjoys local monopolies, they know we have no other choice. Data caps and rate hikes are already happening, and I doubt they will stop there. They need to be regulated.

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**Ticket: # 681060 - Local Monopolies leading to consumer abuse and data caps**

**Date:** 11/29/2015 3:17:41 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Local monopolies of 2 major ISPs, Comcast and AT&T, all across the country have lead to abuses of power.

Data caps, such as Comcast's new expanding 300 GB data cap, are unacceptable in an age where society is so reliant on the internet for things like online school, primary sources of media, video games, and television, and online work. Even backing up my own personal data to an online cloud would eat up this cap 3 times over.

It's not about "fairness" and it's not about the expenses of data which are cheap, to the ISP's it's about taking advantage of consumers because most have nowhere else to go. Comcast is now expanding its 300 GB data caps and continuously hiking people's rates up for no other reason other than because they can without any real consequence.

The FCC should step in and protect consumers.

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**Ticket: # 681082 - Monopolies on cable Internet**

**Date:** 11/29/2015 3:28:23 PM

**City/State/Zip:** West Hartofrd, Connecticut 06119

**Company Complaining About:** Comcast

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## **Description**

If the state of the ISP's in the US were not already a joke, they have become more and more so throughout the years. Prices seem to go up every year, introducing data caps and restrictions on Internet while speeds and bandwidth stay the same. Many people have one or two choices in every area that they live in, and most of the time the lesser option is so far beneath the #1 option that is is not viable. Please consider introducing regulation to alleviate these problems.

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[Ticket: # 681212 - Comcast](#)

**Date:** 11/29/2015 5:08:40 PM

**City/State/Zip:** Marietta, Georgia 30064

**Company Complaining About:** Comcast

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## **Description**

Pricing, data caps, net neutrality

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[Ticket: # 681177 - Comcast data caps](#)

**Date:** 11/29/2015 4:41:36 PM

**City/State/Zip:** Mansfield, Texas 76063

**Company Complaining About:** Comcast

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## **Description**

Comcast is pushing for data caps in more areas in the United states. This is using their monopoly in capped regions to enable to fight streaming services and push for cable cutters to retain their subscription. This is an abuse of monopoly and an infringement of net neutrality.

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[Ticket: # 681244 - Open Internet/Data cap testing](#)

**Date:** 11/29/2015 5:45:53 PM

**City/State/Zip:** Knoxville, Tennessee 37938

**Company Complaining About:** Comcast

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## **Description**

I've a complaint about Comcast, with the new testing they are doing with the data caps. I rarely have time to spend at home but I seem to hit the data cap nearly two weeks into my usage. My times usually run around 3-4 hours a day. This is just me using their service. Which brings up the thought that a family would lose their ability to get proper access to broadband with in a few days. I wanted to bring this to the FCC attention, because something needs to be done about this.

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[Ticket: # 681338 - Comcast Local Monopoly](#)

**Date:** 11/29/2015 7:34:54 PM

**City/State/Zip:** Tucson, Arizona 85719

**Company Complaining About:** Comcast

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## **Description**

We have no choice, but to use Comcast for Internet at our home in Tucson. They have repeatedly raised rates and have introduced data caps as well and we have no recourse or alternative.

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**Ticket: # 681314 - Comcast data caps have to stop!**

**Date:** 11/29/2015 7:04:33 PM

**City/State/Zip:** Miami, Florida 33135

**Company Complaining About:** Comcast

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## **Description**

We got introduced to the data caps limit in my area a couple of months ago. I live in a household of 5 people. We use technology all of the time for school and work related situations. With this data limit, not only it has significantly brought down the productivity and entertainment of my house hold, but it has already made paying the bill for comcast even more difficult than it has already been. 300 gbs is way low of a data caps for any person to be able to properly work and enjoy what is the internet. The internet should never be limited no matter what the reason may be. So please FCC, please move swiftly and please do something about this.

I filed this on behalf of my mom. Her account email is (b) (6)

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**Ticket: # 681380 - Data usage cap**

**Date:** 11/29/2015 8:46:26 PM

**City/State/Zip:** Davie, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

Hello , I have been a customer of Comcast/Xfinity internet services for many years, I have recently been notified that there is now a cap on Internet data usage. They are charging customers for data usage they deem over the data cap limit they have imposed. I feel this is an unfair scheme to generate more profits from customers, they are a monopoly, as I can't get like kind and quality of Internet service from their "competitors ". This cap has been recently introduced after years of implied unlimited usage for Internet service. I feel this is an infringement on our rights to fair and equal access. Please investigate this disturbing new practice, these companies have made huge profits off of our public airwaves and bandwidth, this seems like an unfair money grab, that affects net neutrality and open Internet.

Respectfully,

(b) (6)

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[Ticket: # 681401 - Comcast data cap](#)

**Date:** 11/29/2015 9:26:14 PM

**City/State/Zip:** Marietta, Georgia 30064

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap should be put to an end. Simply downloading games that I have no other means of getting results in data overages. Not only are data caps unacceptable (for many reasons, profit margins and monopolistic practices being just a few) but they are also insulting as to how these companies are blatantly trying to rob us for using the infrastructure we paid through subsidies and then lie to us about it. Put an end to it.

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**Ticket: # 681483 - 300 GB Cap on Data**

**Date:** 11/29/2015 11:20:22 PM

**City/State/Zip:** Miami, Florida 33156

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a DATA CAP on all home users in the Miami area limiting your DATA to 300 GB per Billing Cycle. This is not even enough to Stream Music or Videos. We are already paying for Internet service and now we have to pay for the data too. The Cap is ridiculously low, a family of 4 will go through that in no time. This is just a way for them to charge you if you are not paying them for their Pay Per View or on demand programming. NETFLIX, HULU, PANDORA, AMAZON, APPLE, all take note this will impact your business models directly. Who came up with that number? In this day and age we are going to use much more than that in a month. Above all this the DATA METER they provide says nothing not even what data was used, how about if it was done on their VOD services how do we know where the DATA came from??

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**Ticket: # 681505 - Comcast data cap**

**Date:** 11/30/2015 12:04:22 AM

**City/State/Zip:** Memphis, Tennessee 38128

**Company Complaining About:** Comcast

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## **Description**

Comcast is really getting on my nerves. I recently started a bundle service at my new residence. During this time I have received 2 warnings stating that I have reached my data usage allowance of 300gb. I thought I was getting unlimited internet but I was wrong. I'm paying Comcast all this money for their service and I'm not even able to use the service as freely as I would like in my own home. It seems like the only thing that I can do on the internet is check me email. This cap does not allow one to stream, watch youtube, download games, or subscribe to blogging sites freely. Within 2 weeks of having the service it said I went over my data which I found hard to believe. I called Comcast about this issue. After being on hold for over 2 hrs and transferred 2 times, the only thing they can say was I was streaming too much on netflix and youtube. We only watched netflix a couple hrs a day at that point. No solution was offered to fix this except watch your usage. 28 days into the 2nd month I have unsubscribe from my favorite blog and reduced my streaming and I still went over my data usage. To keep the data usage from building up I had to use the internet data from my phone plan. This is hindering my ability to complete my online schooling tasks. I feel this is a strategy to restrict customers from using streaming services such as netflix or hulu. This data cap is costing me money I don't feel I should have to pay. I'm still trying to understand why I have to pay so much money to only be restricted. STOP THIS CAP!

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**Ticket: # 681512 - Suddenlink Consumers Capped at 350GBs - Overage Charges added to my bill**

**Date:** 11/30/2015 12:21:02 AM

**City/State/Zip:** Prosper, Texas 75078

**Company Complaining About:** Sudden Link

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## **Description**

As the world of streaming media continues to advance we need to have these data caps and overages removed from our plans!

My house entirely relies on streaming media, we have absolutely no television or satellite subscription. We use HULU, Netflix, Amazon and Youtube all day long every single day.

As a result, of course it is easy for us to consume more than 350GB each month. We have already been warned several times and now on our previous bill we received an additional "fee" of \$10.00 for using too much data.

This additional data applies no burden to Suddenlink and potentially causes them a thousandths of a penny more to transmit to my house.

I live in a developing area with limited access to providers. If I could switch to a different ISP, guaranteed in a heartbeat I would do so!

There is a fiber optics company who is rolling out service behind my neighborhood, I offered to pay myself to have the lines buried just to get away from Suddenlink.

I also wanted to stop using their modem, and provide my own- as theirs consistently fails to operate reliably. They told me they would charge me MORE per month if I used my own modem!

PLEASE HELP.

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**Ticket: # 681518 - Comcast Data Cap****Date:** 11/30/2015 12:33:49 AM**City/State/Zip:** Richmond Hill, Georgia 31324**Company Complaining About:** Comcast

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**Description**

I live in an area where Comcast has implemented a 300 GB data cap. This cap seems to be unreasonable and random. So far I have only gone over it once but it is clear that it will not be the last. New streaming services are launching in 4K and new game systems promote digital game downloads. Both of these are extremely bandwidth intensive and will only become more and more commonplace. I just replaced an xbox 360 with an xbox one and the digital game downloads that came with it, along with the updates, most likely contributed to me exceeding my cap this time, those totaled around 80GB. A data cap on a landline internet service will only slow adoption of new devices and services as families have to manage data consumption across multiple accounts and services. Mobile services already have grouped data usage and is tricky enough to track. This could get complicated for those of us in the seemingly arbitrarily selected handful of test markets where Comcast currently has these caps. Oddly, I just read that Comcast is introducing a streaming tv service that won't count against these caps. That seems to go against any idea of an "open internet"

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[Ticket: # 681566 - Data Caps](#)

**Date:** 11/30/2015 2:17:33 AM

**City/State/Zip:** Miami, Florida 33129

**Company Complaining About:** Comcast

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## **Description**

Comcast's recent implementation of data caps is both extortionary and illegal. Why is the government not looking into breaking up this monopoly?!

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**Ticket: # 681531 - Data Caps by Comcast**

**Date:** 11/30/2015 12:51:38 AM

**City/State/Zip:** Atlanta, Georgia 30363

**Company Complaining About:** Comcast

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## **Description**

Comcast's Xfinity service has begun the use of Data Caps on internet usage through Ethernet service. My room mates and I in Atlanta received the notification from Comcast in the mail regarding our data usage and that we were near our 300 gb data cap. There was no prior notification of this and there is no way of knowing how our data is used or when in real time. Beyond that, this could be a misuse of power by Comcast to sidestep the ruling on net-neutrality and throttling internet speeds. By imposing data caps, the cable companies could force out Netflix and other streaming providers.

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**Ticket: # 681539 - Comcast Data Caps****Date:** 11/30/2015 1:10:04 AM**City/State/Zip:** Miami, Florida 33172**Company Complaining About:** Comcast

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**Description**

Apparently my account (like others) are under this new 300gb data cap. Because I am a cord cutter and I stream everything, including my home appliance for security and monitoring, anything that is not under the "NBCU" pipeline I tend to get counted by this allotment I now need to monitor. This is a statement by an Xfinity store rep. I can understand that if my account changes then I would be subject to current TOS, but if I have had my services unchanged prior to their announcement and new limits, well I should be grandfathered. Further more, the Xfinity Store rep also added that since I have my XfinityWifi enabled (which is comcast's own doing for having their modem) hotspot that too is also counted in this allotment. The only way around this is to pay them more simply because I refuse to pay their ever increasing cable tv, Internet services and modem services charges which apparently has more NBCU content than other non NBCU content. I wish content distribution is not also our service provider.

Another reason why this data cap is not fair is because now I have to monitor my internet and ask my family to not use the Internet like they were used to but also imagine if I wanted to play on my game console. Just imagine how much more this would occupy from this cap.

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**Ticket: # 681564 - Forced Data Caps**

**Date:** 11/30/2015 2:13:38 AM

**City/State/Zip:** Tuscaloosa, Alabama 35401

**Company Complaining About:** Comcast

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## **Description**

Comcast is forcing its customers to submit to data caps under the false statement that it is because of overwhelming traffic. This has been proven to be false (though, that's not for me to say). Even with these false pretenses, the data caps are being forced onto customers. In most parts of the country, cable companies have no competition with other cable companies. With my area, it's either Comcast or Satellite (which is highly inferior). Because of the limited options provided to the people, price gouging customers and forcing them to accept these terms because of their lack of other options is unethical as a business practice. Comcast is exploiting their customers by flexing its muscles as a monopoly in districts and it is the exact opposite of competition.

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[Ticket: # 681568 - Comcast Data "cap"](#)

**Date:** 11/30/2015 2:19:04 AM

**City/State/Zip:** Mobile, Alabama 36609

**Company Complaining About:** Comcast

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## **Description**

The 300gb data cap that Comcast is issuing in my area is ridiculous. I spend too much for the service I get already without them threatening me to pay for every little overage. I either pay those fees, or endure \$30+ each bill to "upgrade" my service. The limits are unfair, and exist strictly to gouge my wallet.

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**Ticket: # 681580 - Net Neutrality**

**Date:** 11/30/2015 3:01:41 AM

**City/State/Zip:** Tucson, Arizona 85750

**Company Complaining About:** Comcast

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## **Description**

Comcast currently has a data cap imposed in my area. Along with capping data at 300GB/month they do not count items from their own service against the data cap. I can use XFINITY's online streaming from their website and it does not count towards my data cap on their site/meter, however on my own network meter it shows as data transferred. This would not bother me if it was not for the fact that they do choose to cap my data, so essentially they are forcing me to use their service instead of a competitor's service. They are not treating the internet as equal. Along with that Comcast sends system notifications through javascript injection into customer's browsers. That's an overly invasive and potentially a security and privacy threat.

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**Ticket: # 681582 - Imposed Data Cap**

**Date:** 11/30/2015 3:10:56 AM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

Comcast has placed a data cap of 300g per month. In order to have "unlimited" internet, I am asked to pay 30-35 more for the same service I was receiving before the data cap had started. The service has not changed but the restrictions and pricing has.

This data cap was also not explained before signing up for xfinity, nor is it currently explained in the fine print.

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[Ticket: # 681824 - Comcast Data cast](#)

**Date:** 11/30/2015 11:41:44 AM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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### **Description**

I am complaining that Comcast implementation of data caps is an unfair practice due to their monopoly of the cable business in Atlanta.

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**Ticket: # 683181 - Comcast DataCap 300 abusive and a scam**

**Date:** 11/30/2015 7:17:41 PM

**City/State/Zip:** Miami, Florida 33125

**Company Complaining About:** Comcast

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## **Description**

From one day to the next Comcast wants people to pay \$30 extra per month, or get your data capped at 300GB and pay extra anyway when you go over that amount. It's a lose-lose situation for subscribers in the regions where Comcast will be introducing it. If you do pay it, though, but don't end up using more than 300GB that month, Comcast will just pocket the money. As customers we pay the likes of Comcast just to connect to the internet. They have no right to interfere with how long or how often or for what purpose I'm connected to the internet. Considering that as content streaming options increase and more people get on board with cord-cutting services, the amount of data they will use could easily exceed 300GB per month. They already charge an absurd amount of money for low-quality service. Europe's internet is both faster and cheaper. However you look at it, Comcast is infringing on my ability to access internet content.

In addition, consider we have no other providers available in the area so the government needs to step in and watch the monopoly Comcast practically has over this market. It is not fair that they have been allowed to consume so much market share. The customers are suffering. This complaint falls under Open Internet/Net Neutrality and Billing issues. Please intervene on behalf of consumers.

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[Ticket: # 683189 - I believe my ISP's data capping policy violates net neutrality by Impeading my access to larger sites and files](#)

**Date:** 11/30/2015 7:22:12 PM

**City/State/Zip:** Clovis, New Mexico 88101

**Company Complaining About:** Sudden Link

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## **Description**

This has been my first time dealing with an ISP that implements a data cap and gives greater speed and data allowance to those who are willing to pay more. I believe this practice violates the bright line rules by blocking access to legal content via a cost prohibitive pricing structure and by implementing paid prioritization by forcing you to pay increased and outrageous sums to be able to have decent speed and a reasonable data usage cap.

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[Ticket: # 683224 - Data Cap](#)

**Date:** 11/30/2015 7:42:59 PM

**City/State/Zip:** Canton, Georgia 30115

**Company Complaining About:** Comcast

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## **Description**

Comcast has, without my knowledge or permission, imposed a data cap of 300 GB per month on my data usage. This arbitrary limit seems to be a way to punish those who choose to get their TV programming through streaming services (i.e. NetFlix, Hulu, Amazon, etc.), and not get it through Comcast's traditional cable services. This practice is anti-competitive, and thus further solidifies Comcast as a monopoly.

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[Ticket: # 683568 - Comcast is bad](#)

**Date:** 11/30/2015 10:58:38 PM

**City/State/Zip:** Champaign, Illinois 61820

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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**Ticket: # 683587 - Comcast**

**Date:** 11/30/2015 11:14:27 PM

**City/State/Zip:** Miami, Florida 54915

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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**Ticket: # 683669 - Data Caps**

**Date:** 12/1/2015 12:08:19 AM

**City/State/Zip:** Howard Beach, New York 11414

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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**Ticket: # 683680 - Comcast's Data Caps**

**Date:** 12/1/2015 12:13:04 AM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

Much like cellular telephone data, the data consumers use in the process of accessing the internet through internet service providers should not be limited. Especially when the infrastructure exists to handle this usage by the consumers.

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**Ticket: # 683805 - Data Cap**

**Date:** 12/1/2015 4:51:13 AM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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## **Description**

Comcast has an unruly data cap in Atlanta GA with no plans of removal. Additional GB of data are \$10. Removing this data cap will soon cost an additional \$30/mo. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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[Ticket: # 683927 - Comcast data usage cap](#)

**Date:** 12/1/2015 10:36:36 AM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a 300GB data usage cap recently. If the Comcast customer goes over this 300GB usage cap, they are charged 10\$ per extra 50GB's they use. Comcast can say that you have gone over 300GB but they have no way to prove what the GB's have been used for. I have never had an issue with Comcast until this data cap. While already paying an arm and a leg for cable/internet, I believe this data usage cap is a scam and is only used to benefit Comcast financially because so many users will exceed this data usage cap.

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**Ticket: # 684161 - Comcast "Data Cap"**

**Date:** 12/1/2015 12:16:56 PM

**City/State/Zip:** Davie, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

The Comcast data cap is inaccurate and they refuse to acknowledge or explain my data usage. Today is the first day of the billing period where data is collected. There are no devices on at home to be consuming data and yet their data meter reads "8 GB". It's absurd that they charge overages without accurately representing what they are charging for. How is this monopoly of a company getting away with this? We have no other high speed data options.

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**Ticket: # 684358 - Data Cap**

**Date:** 12/1/2015 1:18:21 PM

**City/State/Zip:** Kirksville, Missouri 63501-2825

**Company Complaining About:** Cable One

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## **Description**

Cable One is forcing me to upgrade my plan on the grounds of exceeding a data cap. This is nothing more than a money grab that they are trying to enforce on customers that may not be more educated about the terminology involving Internet service and usage. While the company advertises there is no overage fees on going over their arbitrary data cap that they set, going over the data cap three times results in either the termination of your service or the forced upgrade from the company. All hiding behind the mask of using bandwidth will negatively impact the service they provide for others, and while one representative over the phone gave me this story, another representative agreed that it was a money grab by corporate. To further add to this the primary usage in my household occurs during non-peak hours or very late at night. But this still didn't stop Cable One from forcing me to upgrade or forcing me out of their service. As stated in the email I have attached:

"If you do not upgrade before 12/16/15 , your service will automatically be upgraded at an additional monthly cost or your Internet service may be temporarily interrupted until we hear from you."

How can we protect the freedom of net neutrality in the United States if we let companies like this make threats to its consumers? In my area there are no other ISP alternatives that have speeds that are comparable to cable one. In essence Cable One has a monopoly on high speed internet service in my area. I don't even have the option of switching to another company due to this issue. Many others in my area agree that this limit on the amount of information that you are allotted is incredibly wrong and should be changed, most will not go through the trouble of sending an email to the FCC. So it is vital that you take this formal complaint seriously. America should not be in compliance with the formal caps on the information allotted to them. Due to the fact that downloading does not have a negative impact on the stability of the internet service provider's infrastructure to provide internet for their consumers.

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**Ticket: # 684496 - Data Cap on Home Internet?!**

**Date:** 12/1/2015 1:58:30 PM

**City/State/Zip:** North Lauderdale, Florida 33068

**Company Complaining About:** Comcast

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## **Description**

This is unheard of in my opinion. Comcast Xfinity is now pushing data caps on consumers for their household Internet? I believe this has to violate something somewhere? It's unfair! I have a household comprised of 3 kids, and a mother that works from home, with 3 ps4 and multiple computers, I run through that 300gb cap quickly. You guys are the rule makers. Please, fix this. Force this out. It isn't fair to the consumers. We have no other high speed options here In my area so I am stuck with this comcast. Att cannot offer the same speeds. Help us.

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**Ticket: # 684860 - Comcast Zero Internet TV Rating**

**Date:** 12/1/2015 3:24:22 PM

**City/State/Zip:** Green Bay, Wisconsin 54303

**Company Complaining About:** Comcast

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## **Description**

Dear Tom Wheeler -

I applaud your recent efforts to further Net Neutrality and provide a level playing field for both service providers and consumers. In line with the plan you outlined there, I would like to bring your attention (and hopefully your ire) to Comcast's recently announced "Stream TV". "Stream TV" is Comcast's IP TV service, and they have recently confirmed to the media that it will not count against Comcast's data caps. By definition, this is information not being treated equally, and is directly against the tenets of Net Neutrality. Please take action by ensuring that all IP TV sent over Comcast's network does not count against any provider's data caps. This is the best way to encourage and foster innovation and opportunity.

Thanks

(b)

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**Ticket: # 684985 - Complaint against COMcast**

**Date:** 12/1/2015 3:59:06 PM

**City/State/Zip:** Beaverton, Oregon 97008

**Company Complaining About:** Comcast

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## **Description**

Dear Tom Wheeler -

I applaud your recent efforts to further Net Neutrality and provide a level playing field for both service providers and consumers. In line with the plan you outlined there, I would like to bring your attention (and hopefully your ire) to Comcast's recently announced "Stream TV". "Stream TV" is Comcast's IP TV service, and they have recently confirmed to the media that it will not count against Comcast's data caps. By definition, this is information not being treated equally, and is directly against the tenets of Net Neutrality. Please take action by ensuring that all IP TV sent over Comcast's network does not count against any provider's data caps. This is the best way to encourage and foster innovation and opportunity.

Thanks

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[Ticket: # 685009 - Comcast is being anti-competitive](#)

**Date:** 12/1/2015 4:03:10 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has put in data caps of 300GB/month to their service. If you use more than 300GB a month, you have to pay extra. But, their own homegrown streaming service doesn't count against the cap. So if I watch 400GB worth of Netflix in a month, I pay extra, but if I watch 5000000GB of Comcast streaming in a month, I don't pay anything extra.

They are abusing their position as an ISP to further their content business at the expense of customers.

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**Ticket: # 685023 - Comcast Data Cap Plans**

**Date:** 12/1/2015 4:04:51 PM

**City/State/Zip:** Bloomfield, New Jersey 07003

**Company Complaining About:** Comcast

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## **Description**

It has come to the attention of many consumers that Comcast is looking to start a trial of it's data cap plans. These data caps are a HUGE risk for the Open use of the internet and a direct ploy to get people to stop using streaming services like Netflix over Comcast's services. The FCC MUST step in here and disallow these plans from becoming a reality to all customers.

This is especially true for consumers like myself where the apartment complex I reside in gives me no other option for cable internet service than Comcast. My options for better internet service are: Pay Comcast more money (something i am not financially able to do) or move a huge inconvenience, not to mention something I am not financially ready to do.

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[Ticket: # 685185 - Broadband Data Capping, in a Monopoly](#)

**Date:** 12/1/2015 4:48:56 PM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted a 300gb data cap on it's customers in our area, also forcing it's institution on customers who had existing plans. There is no choice in our area, you are either served by comcast or not. In my particular case I have zero alternatives, no other company services my address. I object to the institution of such a measure in an environment with no choice. Comcast would not try this if they had competition in our market. They have decided to allow for an unlimited plan, IF the customer pays an additional fee up front.

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**Ticket: # 685283 - Data Caps**

**Date:** 12/1/2015 5:18:06 PM

**City/State/Zip:** Kuna, Idaho 83634

**Company Complaining About:** Cable One

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## **Description**

Can you please explain to me the purpose of data caps....I personally feel like this is extortion, especially with how much Streaming / Gaming have now become the normal lifestyle for many. I have heard rumors straight out of call centers that telecomms are working together to monopolize the industry. Really? Our privacy has been tread on over many years now, along with the fact that now we are being limited the amount of usage available on an "Open Internet" to be forced to pay exceedingly more for using a service in which we are charged, my particular account of this has been with Cableone, forcing customers to pay higher rates for more information used. So let me understand this, I pay monthly to access open information, and now you're limiting me or forcing me to pay even more to be able to access this information or entertainment, Oh but wait we don't throttle just netflix speeds, we throttle all your speeds...not sure how that is a fair deal with something is supposed to be "Open" Basically you are punishing us for accessing information more frequently or using a service that we also pay to access more frequently, yet big companies already have the infrastructure in place and we see no light of upgrading out internet above our tremendously slow speeds compared to other countries... Where does the money go? to High paid CEOs to skim off whatever money they can while extorting the American people. I guess your response would be well then don't use it...but yet this is supposed to be an "Open Internet" and anymore we push for the Openness of information especially the government. Privacy is gone, Extortion is everywhere, the Middle class working hard to improve themselves or enjoy life, is now a joke and we are just another dime in your pocket...unless we pop out 6 kids and live off the government, those of us who work hard for a living, get the shaft...while the lower class is rewarded for being just that lower class, and not working for anything they are given.

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**Ticket: # 685317 - Comcast Data Cap****Date:** 12/1/2015 5:25:10 PM**City/State/Zip:** Sandy Springs, Georgia 30092**Company Complaining About:** Comcast

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**Description**

Comcast's arbitrary data cap, at 300gb, is the definition of price gouging. Watching netflix, downloading games, or streaming anything makes it easy to hit the cap. It's convenient that everything in competition with their cable service happens to bring you to the cap the fastest. I have no choice in the matter where I live. It's AT&T or Comcast, basically the same animal. These data caps are arbitrary and anti-consumer. I would gladly change ISP if there was a better option.

I'm a software engineer, and I'm hard pressed to not hit the cap and avoid charges. My personal projects almost always require downloading software or sending and receiving data from web services. My wife watches Netflix and other streaming services. Cable doesn't offer the convenience and options that streaming does. Arbitrary limits should not be imposed. I'm already paying a lot of money for faster internet, only to have it limited even more.

I'm a professional and I understand that systems. I don't want to hear about "fair" or any of that garbage they keep spewing. The second Google Fiber moves in, their services, overnight, improve drastically. However, where options are limited, they continue to gouge consumers in the name of "fairness".

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**Ticket: # 685319 - Stream TV**

**Date:** 12/1/2015 5:25:32 PM

**City/State/Zip:** Eugene, Oregon 97401

**Company Complaining About:** Comcast

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## **Description**

Dear Tom Wheeler -

I applaud your recent efforts to further Net Neutrality and provide a level playing field for both service providers and consumers. In line with the plan you outlined there, I would like to bring your attention (and hopefully your ire) to Comcast's recently announced "Stream TV". "Stream TV" is Comcast's IP TV service, and they have recently confirmed to the media that it will not count against Comcast's data caps. By definition, this is information not being treated equally, and is directly against the tenets of Net Neutrality. Please take action by ensuring that all IP TV sent over Comcast's network does not count against any provider's data caps. This is the best way to encourage and foster innovation and opportunity.

Thanks -- (b) (6)

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**Ticket: # 685331 - Comcast Internet Data Cap Plans**

**Date:** 12/1/2015 5:29:01 PM

**City/State/Zip:** Bloomfield, New Jersey 07003

**Company Complaining About:** Comcast

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**Description**

It has come to the attention of many consumers that Comcast is looking to start a trial of it's data cap plans. These data caps are a HUGE risk for the Open use of the internet and a direct ploy to get people to stop using streaming services like Netflix over Comcast's services. The FCC MUST step in here and disallow these plans from becoming a reality to all customers.

This is especially true for consumers like myself where the apartment complex I reside in gives me no other option for cable internet service than Comcast. My options for better internet service are: Pay Comcast more money (something i am not financially able to do) or move a huge inconvenience, not to mention something i am not financially ready to do.

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**Ticket: # 685440 - Data Caps**

**Date:** 12/1/2015 5:58:26 PM

**City/State/Zip:** Hudson, Wisconsin 54016

**Company Complaining About:** Comcast

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## **Description**

The implementation of the data caps Comcast uses does nothing but prevent the much needed growth of America's broadband internet infrastructure. As a family who uses the internet for a number of reasons (entertainment, school, etc), 300GB/month would NEVER suffice. The fact that leaked internal documents from Comcast have shown no reason for this other than greed, I feel as though it is in the FCC's best interest to stop this before it spreads to more markets and not only hinders growth of our broadband infrastructure, but gouges customers as the company already posts record profits every year.

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**Ticket: # 685500 - Comcast 300 GB Data Cap**

**Date:** 12/1/2015 6:21:19 PM

**City/State/Zip:** Miami Gardens, Florida 33055

**Company Complaining About:** Comcast

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## **Description**

This is completely unrealistic and unethical in the connected world we live in today. It was my first month with the cap and it has already been exceeded. Between all the devices in our lives now a days, a data cap on our home internet, which is also the only sanctuary to avoid getting ridiculously overcharged if we exceed mobile data plans, is now being taken away as well. This is just another ploy by Comcast to try to squeeze more money out of consumers who already overpay for data in U.S. as it is.

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**Ticket: # 685590 - Comcast Data Caps****Date:** 12/1/2015 6:53:48 PM**City/State/Zip:** Franklin, Kentucky 42134**Company Complaining About:** Comcast

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**Description**

I don't see how in this day and age with the growth of the internet that we can possibly still have things like data caps. I am just to start it simple as I'm a gamer and love the ability to have my netflix, hulu, crunchyroll or whatever else streaming services we have out there now but with a 300gb cap I don't see how it possible to stay with in the limits. Let just start out with gaming buying just one new pc game has a 50gb download that's already 17% of the monthly data then let not talk about game patches between console and pc there average between 3-10gb and dlc for your games there goes another 1-10+gb. Yet they say the average user doesn't use more than 5gb when just one update alone can do that. Now let just go into streaming netflix streaming a HD movie is going to be at 3gb and hour so a 2 hour movie thats 6gb and a 4k movie uses 7gb so 14gb for the same 2 hour movie again so 1 HD movie already surpass what a suppose average user uses and a 4k movie is 3 time the amount of a average user. So all in all if we break down a month on average has about 30 days that's 10gb usage a day but as u can see you can go well over 10gb a day in just about few hours worth of time and buy a game means you can use your internet for days because of the download to get it and then the patches and if you want some expansions or dlc there can do another day or two. I believe something need to be down about this because comcast has already show before there cap isn't there because of congestion when they are going to release there own streaming service that will not affect your data usage. So basicly with a family of 3 to 4 people it because a struggle to manage usage just to make sure my bill doesn't go through the roof so we sacrifice watching a movie or buying a new game just because we will wind up paying outrageous overage fees just because we happen to watched 1 to many movies.

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[Ticket: # 685591 - Comcast data capping](#)

**Date:** 12/1/2015 6:53:50 PM

**City/State/Zip:** Mount Juliet, Tennessee 37122

**Company Complaining About:** Comcast

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## **Description**

I recently moved to Nashville, TN, where Comcast has a monopoly on cable internet access. When I was setting up service their sales person assured me that there was no data cap on internet usage. However, I later learned that there is a 300GB cap after which they will charge extra for more data. This is not only false advertising, but also an unfair practice which violates net neutrality regulations by prioritizing one type of data (cable TV) over another type of data (cable internet). Comcast is implementing these data caps to force people to retain their cable TV service as is it trivial to reach that data cap by watching streaming video over the Internet

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**Ticket: # 685715 - Comcast Data Caps**

**Date:** 12/1/2015 7:41:12 PM

**City/State/Zip:** Athens, Tennessee 37303

**Company Complaining About:** Comcast

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## **Description**

I am absolutely livid that I am now being extorted by Comcast to pay a higher rate because they are unhappy with cord cutters. Suddenly they are "trying" a new data cap that they refuse to even admit is a data cap. Data caps are absurd and arbitrary. Data is an unlimited resource and Comcast themselves have said that the caps are not for congestion, but for "fairness". There is very little to no competition, so it's not like I can just swap to another source of high speed unlimited internet.

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**Ticket: # 685769 - Comcast Blatant Disregard for Net Neutrality**

**Date:** 12/1/2015 8:04:46 PM

**City/State/Zip:** Normal, Illinois 61761

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in many states. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more.

The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments.

I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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**Ticket: # 710466 - Comcast Data caps**

**Date:** 12/15/2015 9:58:49 PM

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

**Company Complaining About:** Comcast

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## **Description**

I submitted this complaint last month and Comcast never contacted me.

Comcast has announced plans to convert what were essentially unlimited service plans to capped plans. On the surface Comcast has tried to state that the caps are to prevent heavy users from abusing their service. However, many comments and leaked documents have shown that the caps are not about quality of service:

<http://arstechnica.com/business/2015/11/dont-say-data-cap-highlights-from-a-comcast-customer-service-script/>

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

Instead we can conclude that the decision is made based on 2 reasons:

1. Greed. Comcast is offering customers their "old unlimited" plan back for an additional \$30/month
2. Competition. Comcasts's most profitable service is their cable TV services, however fewer and fewer users are opting for those services as users migrate to Netflix, Hulu, etc which provide superior pricing and user experiences to traditional cable.

In regards to the 2nd reason, this is a direct attempt to stifle innovation and a threat to the Open Internet concept that the FCC supports. Comcast should not have the power to limit or reduce the quality of internet services/products that their users consume. I encourage the FCC to use all powers necessary to stop the move towards home internet data caps.

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**Ticket: # 685863 - Open Internet Violation**

**Date:** 12/1/2015 8:53:33 PM

**City/State/Zip:** Sherwood, Arkansas 72120

**Company Complaining About:** Comcast

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## **Description**

Comcast's new charge for exceeding 300 GB per month is a clear and flagrant violation of the open internet policy. As it currently stands, I pay for a higher bit rate plan to allow for HD/UHD content from other providers, and this data cap will force me to either suffer a 50% increase in costs or force me to switch to using Comcast's other services. With a 75 Mbps connection, the full month of bandwidth can be expired in under 9 hours! Even with the assumption that you wouldn't be using the full bandwidth, the addition of ultra high definition options has a recommended bandwidth of 25 Mbps resulting in only 27 hours of service before hitting the cap. With a minimal TV usage of a single hour show per day at this quality the cap would be exceeded and an additional usage charge. This is clearly a monopolistic policy that aims to stifle competition and should be handled accordingly.

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**Ticket: # 686061 - Comcast Data Caps**

**Date:** 12/1/2015 10:42:19 PM

**City/State/Zip:** Miami Lakes, Florida 33014

**Company Complaining About:** Comcast

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## **Description**

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

I was not notified of the change to the data caps until AFTER they were put in place. No heads up, no email, just a letter in the mail, days after the data caps were already up.

I will include a picture of my past data usage before the data caps.

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**Ticket: # 686358 - Comcast Data Cap!**

**Date:** 12/2/2015 10:19:23 AM

**City/State/Zip:** Lawrenceville, Georgia 30045

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

This past month I was charged \$20 by Comcast for going over my Data Cap of 300GB. We feel this charge is in violation of net neutrality regulations given Comcast has arbitrarily set this limit while other providers do not have any sort of data caps whatsoever. We are asking you please look into these Data Caps and take appropriate action. Other users have also been affected negatively by these Data Caps. Today, a 300GB is not sufficient nor adequate for users. These data cap limits are capricious, unnecessary, and will greatly affect commerce.

Regards,

(b) (6), MD

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**Ticket: # 686515 - comcast**

**Date:** 12/2/2015 11:21:48 AM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer. Their data caps are a violation of net neutrality rules.

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**Ticket: # 687582 - Data Caps**

**Date:** 12/2/2015 5:11:30 PM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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## **Description**

I do not agree with the proposed data caps under the pretense that I have purchased digital property in excess of 4TB and Comcast seeks to limit my access to said property. Comcast is essentially a third party that is attempting to stand between me and my information unless I pay them additional fees for data which, until their capping program, was unlimited.

This is extortion of funds for access to legally owned information.

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**Ticket: # 687754 - Comcast Data-cap – being told to watch shows via the cable box to avoid charges**

**Date:** 12/2/2015 6:11:55 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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## **Description**

Have been with Comcast for years & I tend to fall asleep watching T.V. most nights. Having never been charged with excessive data fees before, I recently started watching T.V. via their respective internet sites (Fox, ABC, NBC, WWE network, USA network, etc.) as this allowed me to watch shows on my schedule and pause them without having a DVR, but now I have \$60 in data-cap charges. Currently I have the T.V. & internet package from Comcast and was told that if I watched the same programs via the Comcast box it would not apply to the Internet data cap, but would have to pay for a 2nd unit in the bedroom & pay to upgrade to a DVR unit. Could not get a reason as to why a data packet destined for T.V. box is any different than one destined for the modem but they sure want to charge me for it.

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**Ticket: # 687841 - Internet plan changed from unlimited to a capped plan**

**Date:** 12/2/2015 6:41:48 PM

**City/State/Zip:** Greenwood, Louisiana 71033

**Company Complaining About:** Comcast

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## **Description**

Comcast changed my internet from an unlimited speed based plan to a speed based data capped plan without my agreement. I have been talking to them and they say that I can have my unlimited plan for an additional \$35 and that this "policy change" has already been made and that I cannot do anything about it. I asked to speak to a supervisor 3 times but kept getting sent to people that were not a supervisor. If I go over the cap they placed me on then I will be charged for every 50GB of data I use over the cap. This seems like a direct violation of net neutrality as it punishes me for using Netflix, Hulu, watching online videos and playing online games. Comcast should not be allowed to control my online usage. My internet fees are already high enough as it is. Please put a stop to this policy change of theirs. Having this be a part of new service is one thing but changing the services of 25 year customers unless they pay money to get their service back is wrong.

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**Ticket: # 688234 - Suddenlink Enforcing Data Caps**

**Date:** 12/2/2015 10:37:08 PM

**City/State/Zip:** San Angelo, Texas 76901

**Company Complaining About:** Sudden Link

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**Description**

Dear Sir or Madam,

I have internet only service from Suddenlink in San Angelo, Texas. Suddenlink has instituted a 250GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Suddenlink over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 250GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Suddenlink's data cap. We have multiple members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Suddenlink as a preferred programming provider as opposed to the fair playing field intended by the FCC

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**Ticket: # 688518 - Unreasonable prices for services provided, Unreasonable data caps and overage fees**

**Date:** 12/3/2015 9:20:22 AM

**City/State/Zip:** Stewartstown, Pennsylvania 17363

**Company Complaining About:** Armstrong

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## **Description**

My ISP is a monopoly ISP for high speed/broadband internet in my area. It's the only option I have for anything higher than 1 Mbps (DLS). They are capping my data usage on my household internet to 200GB because I only subscribe to their internet service. If I were to subscribe to a package of 2 (add a land-line or cable TV) or three services (add both) my data cap would increase to 250GB and 300GB respectively. I, and many others, believe this goes against regulations and laws. They also charge way too much for the service and quality they provide. They are upgrading me to a fiber connection soon but the same restrictions will still apply. If I go over the data cap the cost is unreasonable as well.

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**Ticket: # 689583 - Unfair Business Practices Regarding Data Caps**

**Date:** 12/3/2015 4:15:56 PM

**City/State/Zip:** Stillwater, Oklahoma 74074

**Company Complaining About:** Sudden Link

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**Description**

I am filing this complaint because I have just received notice via an invasive hijack of my browser session to notify me that I have gone over my allotted 350GB for the month and I will now be charged \$10 for every 50GB I go over.

My service is internet only, and I pay \$49+fees for the highest internet tier I could receive at the time of 100meg. Our household consists of 3 college-aged people who enjoy streaming videos, and playing video games. That adds up extremely fast. If I were to pay Suddenlink even MORE money for Cable TV I could miraculously receive endless hours and hours of live or Video on Demand content that "somehow" doesn't constrict their network like they claim is the reason behind their Data Caps.

Suddenlink has a vested interest in ensuring that I receive my video streaming content from them so that they can have an even bigger slice of the pie. This is unacceptable.

Thank You.

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**Ticket: # 689822 - Data Cap Overage Fees**

**Date:** 12/3/2015 5:23:48 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is threatening to charge me overages in regards to the data cap trial that I was unaware of when I signed up for their service in Atlanta, GA. I only have their internet service as I am a cord cutting customer when it comes to television, therefore I watch the majority of tv through Netflix and other streaming apps. Through my first three months of service I have exceeded their 300GB cap and now are warning me that they will make me pay soon when I called in regards to this matter. Of course the easiest option would be to change my provider but that is not an option due to this is the only internet provider my complex allows. In my opinion this "trial" as they call it is an attack on cord cutters to try to force you to purchase cable service, purchase the very expensive higher data package or pay ridiculous overage fees to recoup their loss in TV funds. It is baffling that this practice is allowed to be performed in America by exploiting FCC loopholes, especially when customers like me don't even have a choice in the provider they choose.

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**Ticket: # 690274 - Comcast monopoly and Internet data cap**

**Date:** 12/3/2015 8:02:58 PM

**City/State/Zip:** Shreveport, Louisiana 71106

**Company Complaining About:** Comcast

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## **Description**

How is Comcast allowed to charge \$100+/month for speeds as low as 75mb/s and then be allowed to put a 300GB data cap on our usage? I'm already paying for their "premium" service which is spotty at best. And now they're trying to convince me to pay \$35 more a month for unlimited data. Internet is a basic need. Please allow our city of Shreveport, LA to build its own network. We deserve to be connected with gigabit speeds. It opens doors to creativity and commerce like never before seen. We citizens want and need these kinds of speeds. We have a plethora of devices that need constant connectivity and ISPs like Comcast and AT&T are completely dragging us behind. They have the capital to build better networks. I don't understand what's taking so long. Let us build our own networks. Now. Please. We demand action! I'm paying for 105mb/s and the highest I've download speed I've had wired is 20. How is this legal?! Please help us.

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**Ticket: # 691110 - Comcast and Data Caps**

**Date:** 12/4/2015 12:33:08 PM

**City/State/Zip:** Franklin, Tennessee 37064

**Company Complaining About:** Comcast

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**Description**

Comcast is the definition of a monopoly .

Data caps must be prohibited

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**Ticket: # 690683 - Data Caps**

**Date:** 12/4/2015 4:49:55 AM

**City/State/Zip:** Spencer, West Virginia 25276

**Company Complaining About:** Sudden Link

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## **Description**

As per rule 153 of FCC 15-24, it is stated concerns will be addressed on a case-by-case basis on the subject of data caps. As a disabled person who's only for of entertainment is streaming videos from the internet and downloading and playing games online, I feel as though my household is an excellent case that should be reviewed.

I am a disables person who's only entertainment is streaming video and online games. My household consists of 2 PC's a PS4 and Xbox One a tablet and a cellphone. My data cap is 500GB a month which is nothing compared to how big video games are today some of which reach 100+ GB. I also need to keep my PCs security software up to date so as to not get my information stolen. As for steaming the bitrates and quality of streams are just getting bigger and bigger with 4K streams coming in at 130GB a movie. I don't feel as if the data caps are beneficial and ar just put in place to make money off of those who go over when most of them don't have the money to pay the overages.

On another note I never signed up for this internet service to be capped in fact when I was on the phone they told me via verbal contract that there would never be a cap in my area. Fast forward to just last month and I get a notification on my tablet saying I went over the cap when no letter or warning was given prior.

Another thing is that Suddenlink's own movies on demand don't count against the cap even when they are streamed via their site which is in direct violation of Title II I feel as if they are monopolizing their customers as the competition in the area is subpar at best and very little as in only 1 to 2 other companies.

So in conclusion I feel like I can't live comfortably with this cap as me going over would dip into the very little remaining money I have left each month.

I will not rest until Data Caps die like they should.

Also I emailed the this and only got a canned response back

Hello this is (b) (6)

"I find the use of a data cap very anti-consumer and a huge money grab for your company because you are losing T.V subs. I should not be punished because you will no step into the 21st century and and embrace internet streaming furthermore as a 400Mbps tier user a 550GB per month cap is not enough in todays day and age with a game download coming in at near 60GB and with 4K streaming on the horizon with movies coming in at 100GB or more a piece how are you going to justify your caps being fair if I may be so bold a very scummy practice? I should not be forced to go to a business account just so I can get rid of the cap on my internet I make \$700 a month off of SSI and most of my time is spent on the internet which is my only source of entertainment because anything on T.V is boring reruns and the like. I want you to respond to this and tell me how this is fair in the slightest because it it not you have set up a monopoly in my area where the only other ISP is Frontier which

doesn't have the speeds that you do but does have one selling point you don't anymore which was the reason I signed up for you in the first place about 2 years ago which is no data caps if I wanted those I would go back to Wildblue or Hughesnet. I hope that you see that in the long run you will be losing more customers in the future because of these caps as you are treating data as if it is a finite resource in which it is not. I also hope that the FCC's Net Neutrality rules are extended to prohibit data caps of any sort. I want a response to the email from any higher up CEO, COO what have you I want them to tell me with a straight face that this is all for the betterment of the consumer and not just a way for them to line their pockets with money."

So please for the love of god ban data caps already FCC and any other attempt by ISP's to charge by the GB

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[Ticket: # 690717 - Data cap](#)

**Date:** 12/4/2015 8:29:25 AM

**City/State/Zip:** Poland, Ohio 44514

**Company Complaining About:** Armstrong Cable

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## **Description**

This data cap is unfair and needs to be changed to a NO Data cap. In today's age, people use the Internet more and more. The fact that Armstrong cable has a cap in place and charges extra for over use is a fleecing of its customers. Regardless of the rules set in place by our government, Armstrong needs to immediately remove the data cap.

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**Ticket: # 690818 - Internet Data Cap****Date:** 12/4/2015 10:35:34 AM**City/State/Zip:** Wellington, Ohio 44090**Company Complaining About:** Armstrong

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**Description**

Hello,

Thank you for taking the time to read this and address my issue. My ISP has an outrageous limit on something they do not produce - data. They have put a 200GB data cap per statement on all of their users and it is ridiculous considering they do not create the data. It is not a commodity that they produce and sell, they are an internet SERVICE provider, not an "Internet Provider". It is no different than the phone company. Ma Bell wouldn't charge you for how long you were on the phone, only if it was a long distance call because there is more of their product (lines, hardware, etc) in use. They already limit and meter your internet connection to take care of bandwidth hogging - so there is no argument that using 200gb a month will cost them any more money, their provider that they sublet to their customers doesn't charge them per TB, they have a wholesale fiber connection that they branch off of and sell the \*service\* of getting it from A to B.

If you have any other questions about this please contact me to discuss, but I strongly urge you and whomever else that might be looking at this complaint to look at other complaints from Armstrong and their data caps. They are the only ISP in our area that can provide decent network speeds and they are using that monopoly effect against their customers.

Best Regards,

**(b)**

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**Ticket: # 690950 - Data caps are unfair**

**Date:** 12/4/2015 11:47:12 AM

**City/State/Zip:** Cordova, Tennessee 38016

**Company Complaining About:** Comcast

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## **Description**

Comcast continually advertises faster speeds but does not advertise that they have a data cap per user. Even if you buy the fastest tier of internet, you have the same cap before you are charged overage fees. Unfortunately, in my neighborhood, Comcast is the only option. But I have three security cameras uploading to the cloud, which eat up a good bit of that data cap. I will be moving to another service, any other service, that comes into my area because of this just because I think it is unfair to limit data in this day and age of data transfer. This does not comply with Open Internet and Net Neutrality because they don't charge you for data for their services. If I were to use their security service, then supposedly it wouldn't count against my data cap. If I didn't watch Netflix and used their service, it wouldn't count. Doesn't seem very "neutral" or "open" to me.

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**Ticket: # 691318 - Comcast Data Cap**

**Date:** 12/4/2015 1:42:01 PM

**City/State/Zip:** Veradale, Washington 99037

**Company Complaining About:** Comcast

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**Description**

I have notice my email and my Comcast website are recently informing me they are "exempting" the data cap of 300 GB at this time. On average due to Download of Video, Games and Photos and other products. On average my "normal monthly usage" is about 500 GB. New games (which are becoming more internet downloads only, I.E. Xbox, PS4, Computer ) are about 50 GB each.

I wanted to state this fact usage fact because "Comcast's average user" is NOT what Comcast's spokeswoman Mindy Kramer told the Sun-Sentinel:

"To put things in perspective, 300 GB is an extremely large amount of data to use. The medium data use for our customers is 40 GB per month; about 70 percent of our customers use less than 100 GB per month". A family of four using only 40 GB data is unreasonable in this decade of School Homework, Entertainment, and Household upkeep (banks, stocks and other personal communication).

This data cap of 300 GB is to bypass net neutrality by implementing as a work around the growing necessary usages more and more people and families need for their daily lives. This feels like un-regulated greed.

On a side note; is Comcast a Monopoly? It feels like I have no real choice if I want the same internet speeds other than Comcast. The other service providers in my area (Washington State) only offer slower bandwidth and cannot seem to compete on a level field as Comcast.

Can you help prevent data caps as part of Net Neutrality?

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**Ticket: # 692507 - Comcast data usage cap in Nashville TN**

**Date:** 12/4/2015 9:23:02 PM

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

**Company Complaining About:** Comcast

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## **Description**

I have been a loyal Comcast customer for close to 15 years. As of approximately 2012, every month Comcast adds an additional \$10 to \$30 a month to my bill for going over my "allotted" 300GB per month data cap. Every time I contact them their response is that 300GB should be more than enough for the average household.

10 years ago that may have been an accurate statement, however now that my household of three people contains two "Smart" TV's, three Android cell phones, three computers, not to mention visitors who also have smart phones, this is simply just a way to extort more money out of me.

I am filing this complaint in hopes that the FCC will take this matter seriously and pressure these large corporations to stop abusing their loyal customers. This is making it unfair for me and the various streaming video providers I have subscriptions with to continue doing rewarding business for both parties.

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**Ticket: # 692514 - Comcast Data Cap**

**Date:** 12/4/2015 9:43:17 PM

**City/State/Zip:** Loganville, Georgia 30052

**Company Complaining About:** Comcast

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## **Description**

I want to file a complaint regarding the Comcast Data cap and the fact that they are trying to charge folks more money for data when it does not cost them a dime to provide. I pay money for Internet and expect to get what I pay for without Interruption. I also want to say that I think they are inflating the #'s for the amount of Data a customer actually uses each month. 4 days into a new month and it already shows that I have used 26Gb of data and I have hardly used the net in those 4 days.

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**Ticket: # 692681 - Comcast data cap**

**Date:** 12/5/2015 1:49:07 AM

**City/State/Zip:** Coconut Creek, Florida 33073

**Company Complaining About:** Comcast

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## **Description**

I want to be part of the many upset Comcast customers that have a data cap which limits our ability to watch and stream other services that we pay for such as Netflix etc without paying unfair overage charges. Before this "trial" started, I was paying the same amount I am now but I had no data cap. Now I'm asked to pay the same amount for less data that restricts us as subscribers. AT&T is a terrible slow speed option and the only alternative provider in the area. We have no real choice but to put up with Comcast or pay high prices for low speeds at AT&T.

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[Ticket: # 692694 - Data caps](#)

**Date:** 12/5/2015 3:10:32 AM

**City/State/Zip:** Chanute, Kansas 66720

**Company Complaining About:** Cable One

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## **Description**

They said I was going over my data caps so they wanted me to go from 55 a month to 255 a month to cover what I was using. This is a good way to anger your customer and I feel like I was taken advantaged of. Now my children have to go without internet and can't study or learn more in school because the internet companies are greedy around here and push people around.

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**Ticket: # 693957 - Satellite Internet Data Caps****Date:** 12/6/2015 4:40:47 PM**City/State/Zip:** Ellsworth, Wisconsin 54011**Company Complaining About:** Excede

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**Description**

FCC needs to push on more regulation of ISPs. I understand many were given large sums of money to help supply broadband in rural areas, but we all know that is going to waste; towards things such as frivolous lawsuits. I have Excede which the parent is ViaSat. I am allotted 10GB of usage for an entire month. Which is 15-25x less than a normal ISP, and for more the cost. Work from home is not an option with this, but its absolutely vital considering I live in Wisconsin and commute to Minnesota. Winters are not great and each day is a risk during the winter. I know ViaSat is working towards a 150GB data cap in the future. It's highly likely I won't even see this type of service, ever. Another complaint is with AT&T who has phone lines running on my property, but within 10ft of the road. They are refusing to offer any type of service, such as home phone. To me, this is ridiculous since I can drive 2 minutes down the road and am within a heavily populated area of my city. Another thing, Comcast is willingly shaping encrypted traffic (VPNs) but they deny doing so. They say they conforming to IETF and RFC standards, however the RFC they reference are the ones they road and only apply to Comcast. Why isn't this being looked at? This is an extremely well known issue and complaint of many. I don't expect anything to be done because no-one over there or in our government has the balls to do what is right. Companies are 'lobbying' , essentially buying out members of the House and Senate to do whatever they please.

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**Ticket: # 694028 - Comcast Data Caps**

**Date:** 12/6/2015 5:50:08 PM

**City/State/Zip:** Jacksonville, Florida 32256

**Company Complaining About:** Comcast

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## **Description**

<http://petitions.moveon.org/sign/comcast-data-limit-trials>

600 folks like myself agree comcast should not enforce data caps for service as they do not offer discounts for those that under utilize the service

Please do not just forward to Comcast, they won't respond or care - this should be addressed by the FCC

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[Ticket: # 694170 - Comcast data caps are illegal](#)

**Date:** 12/6/2015 10:03:05 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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## **Description**

Comcast is planning on rolling out their home internet data caps to my state, Texas. We have no alternative company to choose from. Comcast is trying to stifle the growth of Netflix and bully us into buying its cable package, which doesn't count towards the data plan. Please take action.

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**Ticket: # 694338 - Data cap**

**Date:** 12/7/2015 8:39:10 AM

**City/State/Zip:** Sarasota, Florida 34238

**Company Complaining About:** Comcast

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## **Description**

Comcast data cap is costing my household more money, limiting use of channels and electronics and wreaking havoc with budgets. Caps should be illegal once you pay for the Internet service. My phone data plan has quadrupled in just 30 days after having to switch to Comcast. I cannot afford this!!!! Plus Comcast loses service for days at a time. No service over Thanksgiving!!!! Their customer service is non existent and unhelpful. I feel like I'm being held Internet/cable hostage

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**Ticket: # 695139 - DATA CAPs by Comcast**

**Date:** 12/7/2015 2:46:11 PM

**City/State/Zip:** Locust Grove, Georgia 30248

**Company Complaining About:** Comcast

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## **Description**

The company has placed the data cap of 300 GB per month before an exorbitant increase per allotment of additional usage. The internet speed for my residence is not per the contract I signed up for. As in buying a gallon of gas from a certified flow meter on a pump, I do not acknowledge the accuracy of the method keeping track. This is also not what I signed up for and we as consumers are being punished because of where we live. Where is the damage to the COMCAST for having open use vs. the crap they are doing now.

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**Ticket: # 695307 - Comcast datacaps violate net neutrality**

**Date:** 12/7/2015 3:41:00 PM

**City/State/Zip:** San Jose, California 95129

**Company Complaining About:** Comcast

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## **Description**

Although not currently enforced, Comcast does track and display their data caps on my account page. It says this month I've used 125gb of my 250gb allotment, this is displayed on the main account page for my service.

If I use netflix to watch movies, it uses that data. If I instead use comcast's own streaming service to watch \*exactly\* the same show I could watch on netflix -- it does not count.

This is clearly anti-competitive behavior. Comcast is abusing their position as an internet provider to attempt to force consumers to use their services over a competitor.

<http://arstechnica.com/business/2015/11/comcast-launches-online-tv-service-that-doesnt-count-against-data-caps/>

Please investigate, there are no competitors to comcast in my area so they have a monopoly here. Clearly without regulation they are willing to abuse that monopoly in these anti-consumer ways.

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**Ticket: # 695371 - Comcast Data Cap**

**Date:** 12/7/2015 4:02:40 PM

**City/State/Zip:** Miami Lakes, Florida 33014

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps in my area. We do not use Comcast cable television services (even though we were forced to buy it as part of a plan). My family prefers to use Netflix, Amazon Prime Video, YouTube and other Internet based services to watch TV in my household. These new caps will prevent us from continuing to use and enjoy these services that compete with Comcast's own. This is clearly an unfair business practice that goes against an open Internet and Net Neutrality.

Unfortunately, no other Internet Service Provider exists in my area that is capable of providing comparable service. There is only dial-up and AT&T DSL available. Comcast is using their monopoly in my area to gouge an extra \$30 from me to remove the new data cap.

Please help.

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**Ticket: # 695970 - Comcast Data Caps**

**Date:** 12/7/2015 8:09:18 PM

**City/State/Zip:** San Mateo, California 94402

**Company Complaining About:** Comcast

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## **Description**

To whom this may concern.

Please uphold the recently established net neutrality law. It is unacceptable that Comcast and other ISPs are allowed to create artificial data caps on consumers just because they want us to use their own services and not ones like SlingTV, Netflix, Amazon, etc. We do not live in the stone age. It's 2015. Do your job and serve the people. Don't allow ISP's to influence the future of the internet and rid us of net neutrality. We need it. It's sickening to constantly hear and deal with the crap that Comcast tries to pull on people. Please help us.

Sincerely,

A concerned citizen

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**Ticket: # 696154 - Comcast Internet Data Caps****Date:** 12/7/2015 9:37:05 PM**City/State/Zip:** Lynnwood, Washington 98037**Company Complaining About:** Comcast

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**Description**

In a dozen or so markets, Comcast has data caps of 300gb/month. If you go over that limit then they will charge you an additional \$10 for 50 more GB. In my family we don't have a TV subscription and only use comcast Internet to stream media. More and more households are getting rid of their TV subscriptions because of streaming services and comcast is trying to makeup for those losses with these data caps. Households can easily go over those limits with streaming services and gaming devices. While the data caps do not affect the area where I live, I fear that it will happen within the next few years. Because of their monopoly over areas I cannot switch to another provider. This practice needs to end for comcast.

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[Ticket: # 696183 - Comcast/Xfinity cap on data useage](#)

**Date:** 12/7/2015 10:13:05 PM

**City/State/Zip:** Paducah, Kentucky 42003

**Company Complaining About:** Comcast

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## **Description**

I've been recently made aware that my internet provider, Comcast/Xfinity has decided to include my area in a "test" of a 300G data cap per month. I don't recall seeing any notification of this and I believed that my service is an unlimited plan. Here in the waste lands of Western Kentucky, Comcast/Xfinity is pretty much the only game in town (i.e. Monopoly) if you want anything higher than dial-up. This is unfair, criminal, and I don't like it.

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**Ticket: # 696221 - Data Caps**

**Date:** 12/7/2015 10:42:37 PM

**City/State/Zip:** Eastampton Township, New Jersey 08060

**Company Complaining About:** Comcast

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## **Description**

Hello,

I would like to file a complaint against Comcast's Data Caps. I am a resident of New Jersey in the town of Eastampton Township. I saw on my Xfinity account that Comcast has a 250GB limit (although it is stated that it is currently not being enforced). There is no need for this cap to exist since there is no information that supports the need for data caps for in home broadband.

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**Ticket: # 696369 - Comcast Data Caps**

**Date:** 12/8/2015 2:14:57 AM

**City/State/Zip:** North Little Rock, Arkansas 72118

**Company Complaining About:** Comcast

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## **Description**

Comcast increased my bill 50% earlier this year. They now added a data cap of 300GBs that I reached in only 7 days of light web browsing and using Netflix and Youtube. In order to avoid ridiculous overage charges, I will be forced to cancel as there is no competition, or pay \$30 to remove the caps I never agreed to when I signed up with Comcast. So my bill has effectively been increased by 150% in one year, or much more if I don't agree to the extortion and get charged overages, and Comcast's anti-consumer practices. It is also convenient that they now offer their own streaming service that competes with Netflix but doesn't count against their cap. Disgusting.

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[Ticket: # 696423 - Comcast data caps](#)

**Date:** 12/8/2015 9:06:48 AM

**City/State/Zip:** Brunswick, Maine 04011

**Company Complaining About:** Comcast

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## **Description**

The Comcast data cap of 300gb per month makes dropping their TV service and switching to a streaming TV service financially unattractive. I would lose a \$35 discount they offer for my internet service which is tied to subscribing to their TV service and be subject to the data overage fees. This is an outrage that a company can so blatantly ignore antitrust/monopoly laws and continue to get away with it.

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[Ticket: # 696706 - 300Gb data cap](#)

**Date:** 12/8/2015 11:37:18 AM

**City/State/Zip:** Little Rock, Arkansas 72211

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural/regional monopolies, limited options, and incomprehensible contracts with a lot of details buried in fine print make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b)

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[Ticket: # 696960 - Proposed data caps on Comcast/Xfinity Internet service](#)

**Date:** 12/8/2015 1:09:07 PM

**City/State/Zip:** Millersville, Maryland 21108

**Company Complaining About:** Comcast

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## **Description**

I feel that Comcast/Xfinity implementing data caps on Internet usage will prevent me, as and Internet user, freely accessing whatever online content I choose. The proposed data caps will allow Comcast to blocking websites, effectively stopping all traffic unless further payment is made. These practices are "unreasonably interfering" with the ability of consumers to access Web content.

I request that the FCC review the Comcast/Xfinity data cap practices to ensure that they do not "unreasonably interfere" with the ability of consumers to reach content or the ability of content providers to reach consumers.

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**Ticket: # 697818 - Internet Data Caps**

**Date:** 12/8/2015 5:45:20 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast's data caps are anti-competitive as they prevent consumers from accessing alternative Television providers in areas where Comcast is the only cable/broadband provider.

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**Ticket: # 697894 - Internet Data overage charges**

**Date:** 12/8/2015 6:13:24 PM

**City/State/Zip:** Murfreesboro, Tennessee 37130

**Company Complaining About:** Comcast

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### **Description**

Once again comcast is making me unable to live my life because of these data caps, and causing me lots of mental and financial stress. I had never went over my data cap until october 2015. They charged me \$80 dollars in overage fees for the month of october. Now they are trying to charge me \$120 dollars in overages for the month of November. It is now 8 days into my billing/data cycle and i have already used up most of my cap. But for 4 of those days my modem was unplugged, cable box was unplugged, and somehow data keeps being used on the account. Something about these data caps stinks, smells like fraud. Will you please help me handle my problems with comcast. I have tried to reason with them and come up with a solution with no luck!

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**Ticket: # 697961 - Data caps with CableOne - disconnected service**

**Date:** 12/8/2015 6:47:37 PM

**City/State/Zip:** Boise, Idaho 83713

**Company Complaining About:** Cable One

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## **Description**

CableOne has recently implemented a new data cap policy that is extremely detrimental to my family. We frequently stream media from Netflix and other streaming services for our entertainment content as we prefer it over traditional TV. When we signed up for service with CableOne, there was NO data cap on their internet plans. We recently received notices that we had exceeded our cap and have two choices: move to a new plan that is \$255 per month, which is five times our current rate (\$50/month); or be disconnected from service. As we cannot afford that steep increase, we have no choice but to be disconnected.

CableOne's Acceptable Use Policy states that "Bandwidth on our network is a limited, shared resource among subscribers" which is inherently false - there is no resource being consumed. The only thing that matters to a network operator is the maximum speed their network can deliver at peak hours. The amount of data transferred is essentially meaningless. The Acceptable Use Policy also states "excessive or sustained bandwidth consumption may burden the network" which is also an invalid excuse - CableOne recently doubled our speed without raising rates. Their network can obviously handle the usage.

At the new speed of 100 mbps, it takes 6.6 hours to consume the entire 300GB they allow per month. I pay for a full month of service that I can use for less than 7 hours of that time.

I have provided some sample documents showing our current pricing and network upgrade notice as well as the 2nd and 3rd data cap notices.

This is a blatant attempt for CableOne to extract more money from their customers.

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**Ticket: # 698176 - Data caps, lack of choice**

**Date:** 12/8/2015 8:20:38 PM

**City/State/Zip:** Wexford, Pennsylvania 15090

**Company Complaining About:** Armstrong

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## **Description**

The town home complex my family is currently living in only has Armstrong as an option for Internet provider. Their 'basic package' has a data cap of around 250 GB, forcing me to pay either for going over this arbitrary cap, or I have to pay an extra fee for extra packages of data. This is ridiculous, as 250 GB is easily surpassed in a month, essentially requiring an update to data to prevent extra charges.

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**Ticket: # 698203 - Data Caps and overages**

**Date:** 12/8/2015 8:33:57 PM

**City/State/Zip:** South Point, Ohio 45680

**Company Complaining About:** Armstrong

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## **Description**

Armstrong is the only cable internet company that is in our area of South Point, Ohio and they are monopolizing the market so they feel that they can charge whatever they want for service and offer their service that has a lot of outages and when they are confronted they just say they are having maintenance which is the excuse every time I call. Just within this last year they have always had no data cap on the internet but after the first of the year in 2015 they said they are going to put a cap on everyone because of excessive use so they are charging the same rates and offering less internet and when I called them they said they don't care they can do whatever they want because nobody else is going to provide service in the area I live in their exact words so basically I'm stuck with them if I want internet and the data cap is just another way for them to squeeze more money out of us because with their low cap they know we are going to go over and charge us for every so much over we go which I feel we should have been grandfathered into unlimited if that is what we had since we first had their service almost 15 years now.

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**Ticket: # 698445 - Suddenlink Internet Usage Data cap**

**Date:** 12/9/2015 12:56:18 AM

**City/State/Zip:** Bossier City, Louisiana 71112

**Company Complaining About:** Sudden Link

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## **Description**

I recently moved to Louisiana where the only internet provider is a company by the name of Suddenlink. With this company came a 500GB data cap (that is after our plan was upgraded from 300GB). From around November 15 to today, December 8th, I alone on a single computer, only watching videos on Youtube and browsing articles, pictures, videos etc. used 38.9GB according to Windows 10 data usage program; Total, I alone have used 123Gb since I got internet around Nov 15th . There are 5 computers in this home and we are subscribed to Netflix, Hulu-plus, are there are 5 smart phones connected to the Wi-Fi. We have already upgraded to the largest consumer internet package given by Suddenlink. I have also learned that for ever 50GB we go over, we will be charged 10\$.

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**Ticket: # 698451 - Data Caps - Comcast**

**Date:** 12/9/2015 1:05:44 AM

**City/State/Zip:** Houston, Texas 77091

**Company Complaining About:** Comcast

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## **Description**

I am a subscriber of Comcast in the Houston Texas market, and it's been brought to my attention that Comcast is attempting to establish a 250GB data cap nationwide. As I am a cord-cutter, the only way I can get video programming is to stream it from sources like Netflix, Hulu, Amazon Prime, HBO GO, and other online streaming solutions.

As you may be aware, streaming video, especially high-definition (HD) video, can take a lot of data - in the case of 4K video, it can consume up to 10MegaBytes PER HOUR.

With the 250GB data cap being proposed by Comcast, that would equal 25 HOURS of video viewing a month; less than 1 hour of video a day.

This is highly inequitable, and will severely impact video streaming consumption nationwide.

Please intervene on behalf of the millions of cord-cutters everywhere.

Thank you.

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[Ticket: # 698459 - Comcast Monopoly](#)

**Date:** 12/9/2015 1:25:20 AM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

Currently Comcast is "testing" certain markets with a data cap of 300gb per month. I am in one of these test markets. These data caps charge extra money when people go over the limit. This has a negative and unfair impact on competition as the people who typically go over the data cap are those who have cut cable TV and want to rely on streaming services such as Netflix, Hulu, Sling TV or other providers via Comcast internet for their entertainment.

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[Ticket: # 698532 - Comcast data cap](#)

**Date:** 12/9/2015 7:45:27 AM

**City/State/Zip:** Englewood, Tennessee 37329

**Company Complaining About:** Comcast

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## **Description**

I have been contacted by comcast explaining that they are going to test a 300GB data cap for my area and that it would cost \$10 for every 50 gb over we go. My household does a lot of streaming of services, from Netflix, Amazon Prime, Hulu and games from Steam. Unfortunately we use about 600GB+ each month, according to my router, but the provided comcast tools for measurement do not work. My fear is that I am going to have to cancel my only decent option for internet access as we will not be able to afford it based on our usage.

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[Ticket: # 698563 - Internet Data Caps](#)

**Date:** 12/9/2015 9:23:18 AM

**City/State/Zip:** Davenport, Iowa 52803

**Company Complaining About:** Mediacom

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## **Description**

Data caps have been imposed by internet providers that limits competition with it competitors.

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**Ticket: # 699272 - Data Caps**

**Date:** 12/9/2015 2:09:51 PM

**City/State/Zip:** Canton, Georgia 30115

**Company Complaining About:** Comcast

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## **Description**

Comcast randomly started enforcing a data cap in our area without what I would call adequate warning. When the data cap first started affecting my household, we were told there were 3 months per 12 month period where we could go over the 300GB limit and not have to pay an additional \$10 per 50GB. Now their website tells me that it is 3 grace months for the life of my account, again without adequate warning of this policy change. All of this data cap enforcement in our market and yet now there are articles online quoting leaked Comcast documents as saying that data caps are not about congestion management, which is their public excuse for imposing data caps. The methods of communication for notifying that the data cap is being approached is highly suspect. I do not have a Comcast provided modem, and yet I get pop ups on my computer and tablet informing me when I'm nearing the data cap. In order for Comcast to do this, they are effectively hacking my personal modem, violating my home network. And if data caps are not about congestion management, why is Comcast now allowing TV streaming through their provided services that is exempt from the data cap? That is counter-intuitive to their company line. I believe Comcast is trying to punish customers who are choosing to cut the cord and not bundle additional services like TV and phone. Additionally, our only other ISP option is a low speed DSL line offered by Windstream, or paying for business-level services, which is either not enough bandwidth for cutting the cord or way more than my young family can afford in order to simply avoid Comcast's arbitrary data cap.

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[Ticket: # 723832 - GCI Open Internet Violation](#)

**Date:** 12/23/2015 9:50:54 PM

**City/State/Zip:** Juneau, Alaska 99801

**Company Complaining About:** Gci (general Communications Inc.)

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## **Description**

GCI, a cable provider, is throttling all content once a customer hits their data cap with the exception of their own site which loads at full speed. I believe that this indicates use of preference for data delivery.

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[Ticket: # 699521 - Data Cap](#)

**Date:** 12/9/2015 3:23:59 PM

**City/State/Zip:** Indianapolis, Indiana 46227

**Company Complaining About:** Comcast

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## **Description**

Data Caps should be stopped. I work from home part time and have 2 kids. last month we used 395GB. I don't classify us as heavy data users. I also question that amount of data that Comcast says we use.

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**Ticket: # 699745 - Data Caps**

**Date:** 12/9/2015 4:32:42 PM

**City/State/Zip:** Nampa, Idaho 83687

**Company Complaining About:** Cable One

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### **Description**

Cable one has had ridiculously low data caps for years now. there is no other high speed completion in Boise Idaho so they do whatever they want with us. The speeds are 100 down but the cap is 300gb for a month. I can hit that cap in six hours! Please do something about them :(

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**Ticket: # 699887 - Data Cap charges by Comcast**

**Date:** 12/9/2015 5:10:35 PM

**City/State/Zip:** Falls Church, Virginia 22043

**Company Complaining About:** Cox

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**Description**

I believe the data capacity limits levied by comcast cable against residential consumers are unfair. The internet should not be metered like power or gas usage; once the capacity is built, there are very few additional costs per additional usage. I think that datacaps against normal, residential connections should be prohibited by the FCC. I think these caps should only be permitted under limited circumstances (EG. Microwave connections, dedicated lines) but not for average residential connections.

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**Ticket: # 699978 - Imposing Data Restrictions**

**Date:** 12/9/2015 5:32:38 PM

**City/State/Zip:** Columbus, Indiana 47201

**Company Complaining About:** Comcast

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**Description**

I currently receive unlimited data from Comcast. Comcast will soon be imposing a 300GB a month limit, and then charging additionally for more data. My rates are not being lowered by the imposing of the data cap.

Essentially, Comcast is taking away a service that they currently provide me, and then attempting to resell it back to me.

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**Ticket: # 700623 - Comcast Data Caps**

**Date:** 12/9/2015 10:12:16 PM

**City/State/Zip:** Salt Lake City, Utah 84109

**Company Complaining About:** Comcast

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## **Description**

Buttcast has recently implemented a data cap at the objection of its hostage user-base. In and of itself, Comcast's datacap is against the notion of net neutrality because it is designed to discourage use of internet for streaming video services, like netflix. The data cap is not created for network congestion management, it is created to increase profit margins on a service with a markup that is already over 1000%.

But now, Cumcast is taking it one step further. SemenCast plans to exempt their own video streaming services from their data cap. This is highly anti-competitive because now users are effectively blocked from using reputable streaming services, like netflix, because it will quickly count against the arbitrary cap and cost them more money. But FaggotCast's streaming service is exempt, meaning they are effectively using their monopoly as a regional ISP to stop businesses like netflix from operating in Comcast served areas.

This also has anti-trust implications, as FuckCast is a content creator as well as a content distributor. They are using their clout as a content distributor with a monopoly to inhibit their competitor in the market of content creation. Simply put, NaziCast should not be allowed to both create and distribute content.

Finally, they implemented a data cap, but their cable boxes, which use internet services to retrieve on demand content, are not applicable to the data cap. From a technical perspective, there is exactly 0 difference between the data being sent to a cable box or to a computer--it is still bits on the internet being transferred. But PoopCast has decree'd that the bits being transferred to their cable hardware for TV are exempt from internet traffic caps, while the bits being transferred to a cable hardware for a computer apparently apply to the data cap. Talk about arbitrary.

To top it all off, CuntCast is doing nothing to improve to quality of service or reliability in the areas where they are instituting a data cap. The only thing they are doing is removing service they used to provide, then charging more if you want the old service. The only thing they are doing is jacking up their prices, with no value added.

ShitCast is the shadiest company in america, the FCC needs to step in regulate the anti-net-neutrality data caps that FecalCast is implementing before they break the internet.

I have not heard anything from Cuntcast about any of the reports I have filed about this issue.

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[Ticket: # 700634 - Comcast should be split](#)

**Date:** 12/9/2015 10:16:45 PM

**City/State/Zip:** Salt Lake City, Utah 84109

**Company Complaining About:** Comcast

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## **Description**

Comcast should be split into two companies, a content creator, and a public utility. This would remove the conflict of interest they have, where they use their power as an ISP to restrict peoples access to competing content services like Netflix via data caps. It is unacceptable and completely anti-net neutrality.

Comcast should be split into two companies. They are breaking the internet.

Pls. Mr Wheeler. Take your hands out of comcasts panties and do something about this before the very freedom of america is stifled.

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[Ticket: # 725549 - Comcast Data Cap](#)

**Date:** 12/27/2015 2:35:03 AM

**City/State/Zip:** Germantown, Tennessee 38138

**Company Complaining About:** Comcast

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### **Description**

Just wanted to have my voice heard about these data caps and that my parents and I find it very annoying to pay an extra 10 dollars for going past the monthly 300 gigabyte cap.

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**Ticket: # 700843 - Data Caps**

**Date:** 12/10/2015 1:20:21 AM

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

**Company Complaining About:** Comcast

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## **Description**

I'm writing in direct response to the information on Comcast's impending data Caps on internet usage. I work full time and attend school virtually via the internet at night. Comcast's interest in implementing data Caps will mean that I lose the ability to hold video conferences with fellow students as regularly as I am used to. I am not in support of Comcast's greedy money grab and think it will negatively impact myself and my fellow students, thereby inhibiting individuals who want to work and pay taxes while attending school to better themselves. Please prevent this from becoming a reality for millions of online students who rely on HD video to communicate and collaborate.

Thank you,

(b) (6)

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[Ticket: # 701445 - Comcast data threshold](#)

**Date:** 12/10/2015 1:04:25 PM

**City/State/Zip:** Oakland Park, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

I am concerned that the newly enforced data threshold (data caps as they are commonly known) are expensive to opt-out of. Comcast will allow 300gb for their internet service but they won't allow me to max it at that level and turn it off for the remainder of the month.

I have no way to cap my expense except to pay for the extra \$30 for unlimited. I'd like to just pay for the internet a set fee instead of a variable fee and no way to turn it off when it gets to their threshold.

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**Ticket: # 701551 - Cable One data caps**

**Date:** 12/10/2015 1:41:50 PM

**City/State/Zip:** Sergeant Bluff, Iowa 51054

**Company Complaining About:** Cable One

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## **Description**

The only options that I have for internet in Sergeant Bluff, Iowa all have data caps. Data caps on internet are absolutely ridiculous. The internet is now a basic necessity in almost any part of the country and for this company to limit how much I can use this service is ludicrous. If I want a higher data cap I have to pay more.

I recently moved from Washington state where I had Charter Comms and they had no data cap and it was wonderful. Now with Cable One I have to monitor how much my family and I can use the internet, which we use several hours per day. Please encourage Cable One to get rid of data caps.

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**Ticket: # 701791 - Comcast Data Cap**

**Date:** 12/10/2015 2:56:05 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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## **Description**

Comcast Data Cap is ridiculous and job destroyer. So now I can backup my drives, or do anything over the internet without being scared of passing my data cap limit. So way am I paying for all these internet services if I can use the internet how I see fit. Data is not a finite resource like oil. So why the data cap? The is also no choice, the have a monopoly in Miami, Fl. I can't switch even if I wanted too. There are no other providers in my area.

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**Ticket: # 702068 - Comcast Data Caps**

**Date:** 12/10/2015 4:40:21 PM

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

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast internet subscriber in Atlanta, GA. I am under their "trial" for data caps. I have opted for Internet only and choose to watch television by streaming services. The data caps are not bringing about innovations and are not helpful to customers by providing choice as Comcast claims. They seem to only punish users who opt to no longer use Comcast as their television provider.

In addition I had recently signed up to use the asking TV service and noticed it often cut out or was buffered. It seems Comcast may have been degrading the signal actively or passively as it is in direct competition to their TV services and Sling is not paying them like Netflix to use their fast lane.

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**Ticket: # 703170 - Data Cap**

**Date:** 12/11/2015 11:35:11 AM

**City/State/Zip:** Agawam, Massachusetts 01001

**Company Complaining About:** Comcast

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### **Description**

Comcast has lied to us about our data cap we signed up for the service not expecting to be capped for our data, when in turn our cap is 250 gig.

I think it's very unfair that there is a data cap

And we can be charge so much for only a few hours of Internet use

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[Ticket: # 702203 - Data usage cap xfinity](#)

**Date:** 12/10/2015 5:24:58 PM

**City/State/Zip:** Deerfield Beach, Florida 33442

**Company Complaining About:** Comcast

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## **Description**

I recently signed up for xfinity with internet. It was only after that they sent me an email saying they are trialing a data cap in my area. I have a one year agreement and I don't think it's fair to put a cap on me after the fact

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**Ticket: # 702217 - Unfair and Anti-competitive Internet Data Cap**

**Date:** 12/10/2015 5:29:22 PM

**City/State/Zip:** Coral Gables, Florida 33134

**Company Complaining About:** Comcast

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### **Description**

I previously complained about Comcast trying to unfairly enforce a restrictive data cap on my internet connection. I subscribe to an Internet only package as our family consumes TV entertainment primarily through streaming services. Every month we use more and more data than the allowed by Comcast. Like many households around the world, the more higher the amount of content we consume at higher qualities (4K HD, etc.) the more data we will use and we will be end-up paying a lot more than ever before for the same service. Comcast is basically penalizing me for the type of content I decide to consume with my connection. This I think violates the idea of having an open web for all. I want the cap gone!

BTW, the only competitor I have, AT&T, can only provide me with a mere 18Mbps and is imposing data caps as well, surely in cahoots. The lack of competition is obviously a problem that's only starting to affect the public.

What is the FCC doing about this issue?

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[Ticket: # 702646 - Comcast Proposed Data Cap](#)

**Date:** 12/10/2015 8:45:18 PM

**City/State/Zip:** Shutesbury, Massachusetts 01072

**Company Complaining About:** Comcast

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### **Description**

Please look into Comcasts proposals to unfairly put 300GB data caps on users. The reason that this is unfair, is that in many, MANY markets, they have the monopoly. There are too few ISPs in many communities to allow this very extreme change of usage allowances and fees.

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**Ticket: # 702609 - Comcast Caps**

**Date:** 12/10/2015 8:22:14 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently announced their data caps -- 300GB per month -- in trial markets. These trials should be shut down by the FCC as it's anti-competitive, anti-consumer, and goes against the basic principles of access to the Internet. Moreover, Comcast has announced that they will exempt their very own online streaming service from the caps -- if this is not a blatant and clear violation of Open Internet/Net Neutrality, than I don't know what else is.

To add further insult, many of us signed 2-year agreements with Comcast, prior to the announcement of the data caps, and now we are locked into these agreements with hefty early termination fees should we wish to switch to another Internet carrier.

At the expense of consumers, Mr. Wheeler, who many of us viewed as a champion against such monopolistic attempts by these organizations to diminish the concept of Open Internet, made a mockery of the data caps. It was insulting and it was wrong.

Instead of making jokes, please stop this abuse from Comcast. If we don't take back the Internet today, I fear what it will look like in just 5 years.

(b) (6)

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[Ticket: # 702614 - Comcast Data Cap](#)

**Date:** 12/10/2015 8:26:03 PM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** Comcast

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## **Description**

The implementation of data caps as described by Comcast as a way to make internet service more "fair" has no basis in logic and is entirely greed driven. Comcast said that subscribers who use more data should pay more in the same way as electricity and gas. This would make sense if Comcast owned, created, or harvested the data they were sending us, which they don't. It is also blatantly obvious that Comcast is using this policy as a new underhanded marketing ploy to promote its new video streaming service which magically can be exempted from the "data usage plan".

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[Ticket: # 702826 - Comcast data caps](#)

**Date:** 12/10/2015 11:04:09 PM

**City/State/Zip:** Milan, Michigan 48160

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to start having data caps. They are prioritizing traffic and implementing damaging data caps, both of which are against the net neutrality regulation passed by the FCC.

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[Ticket: # 702876 - Comcast data caps](#)

**Date:** 12/11/2015 12:50:05 AM

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

**Company Complaining About:** Comcast

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## **Description**

The FCC has done a remarkable job for having instituted net neutrality guidelines. Comcast, however, feels that it is enough of a monopoly to broadband that it is above the rules. Now Comcast is rolling out data caps that directly contradicts everything the FCC has accomplished this year. Tom wheeler successfully stood up to greedy broadband providers and it's time to do it again before Comcast rolls out their data caps nationwide. To add insult to injury, comcast's own services won't count against that data cap?! The time to strike these data caps down is now before a nationwide rollout. Tom Wheeler, it's time to step into the limelight again.

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[Ticket: # 702885 - Comcast](#)

**Date:** 12/11/2015 1:04:43 AM

**City/State/Zip:** Panama City, Florida 32401

**Company Complaining About:** Comcast

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## **Description**

They are prioritizing traffic and implementing damaging data caps, both of which are against the net neutrality regulation passed by the FCC.

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**Ticket: # 702890 - Comcast Data Caps Pointless and Violate Net Neutrality**

**Date:** 12/11/2015 1:08:54 AM

**City/State/Zip:** Concord, California 94520

**Company Complaining About:** Comcast

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**Description**

My internet plan with Comcast has a data cap of 300 Gigabytes a month. I never questioned it before, but now my data is being used up quicker because of the changing nature of the internet. Comcast's own president has said that there's no point to the data caps, so why should I be charged more when there's no need to cap data? I already pay \$66 a month, and the service is spotty at best, useless at worst. Most days, the connection drops for hours because I own my own router. Comcast says that I should use their router, but I have a router that's only a year old. Some days, I can't get work done or apply for jobs online because the signal stops. Comcast has refused to do anything about my service and tell me it's "too bad" before recommending one of their rented routers.

They're just not living up to their side of the contract to give me service while honoring net neutrality.

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**Ticket: # 702893 - Stop the Comcast Data Cap Plan**

**Date:** 12/11/2015 1:16:48 AM

**City/State/Zip:** Ada, Michigan 49301

**Company Complaining About:** Comcast

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**Description**

Comcast is testing 300 GB data caps around the country and the FCC needs to stop this for becoming an acceptable business model for any provider. Some reasons why this needs to be stopped immediately:

Comcast and other large Telcos were given \$200 Billion in tax payer money to upgrade their networks and they did not spend the tax money as they said they would. There is no major fiber system in the US despite this huge windfall from taxpayers. There would be no issue with data if they had spent the money as they claimed they would and upgraded their networks years ago.

An average household will use 300 GB in less than 15 hours of steaming television. So in roughly a week or less, a family could potentially exceed their data cap and incur additional charges. It's fairly obvious that Comcast is doing this to make their own offerings seem more attractive and in effect stifle competition from streaming services like (Amazon Prime, Netflix etc.)

Lastly I feel that their proposal to not charge data against their Comcast owned streaming networks flies in the face of net neutrality. If they are favoring their own streaming services over others then it is a clear violation of the spirit (if not he law) of net neutrality and needs to be addressed by the FCC immediately.

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[Ticket: # 702902 - Comcast implementing damaging datacaps](#)

**Date:** 12/11/2015 1:32:49 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast's new 300 GB data caps are harming the idea of an open and free internet, and can be a violation of Net Neutrality.

Comcast themselves say "its just fairness", but you and I both know how silly that is. The main idea here is to make it harder for Comcast customers to use streaming services like Netflix or Hulu, since the usage of those services simply hurt Comcast in their cable TV division. This is nothing but more money for them no-matter what.

Thank you.

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[Ticket: # 702915 - Comcast violates fccs net neutrality](#)

**Date:** 12/11/2015 1:52:44 AM

**City/State/Zip:** Cleveland, Georgia 30528

**Company Complaining About:** Comcast

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## **Description**

Due to the data caps and prioritizing certain things Comcast violates net neutrality.

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[Ticket: # 702916 - Comcast Datacaps](#)

**Date:** 12/11/2015 1:56:20 AM

**City/State/Zip:** Carver, Minnesota 55315

**Company Complaining About:** Comcast

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## **Description**

Comcast is currently in the process of implementing data caps on their residential plans, this is not conducive to a free and open internet. There is no feasible alternative to Comcast at my location, and being forced to adhere to a 300gb per month cap would make streaming content unusable.

This is not a free and open internet, this is a mega corporation sucking dollars out of its customers.

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**Ticket: # 702942 - Hughes Net Data Cap**

**Date:** 12/11/2015 3:05:55 AM

**City/State/Zip:** Middlesex, North Carolina 27557

**Company Complaining About:** Hughes Net

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## **Description**

Hughes Net utilizes a data cap system that, when the cap is exceeded, causes internet speeds to go from about 2 megabits per second to around 100 kilobits per second. They also lock most of the data that is left in the cap into a "bonus" time that is only usable between the hours of 2 AM and 8 AM. My usual cap is 20 GB per month, with another 50 usable only between the hours of 2 and 8 AM each month. This can result in speed being absolute trash in normal hours, and only being in what I would call a usable state between 2 and 8 AM.

Understandably, this severely limits what my family of 4 can do with our internet services. Playing online games is practically impossible since we don't want to use up all of our data so quickly. High definition videos are also essentially banned.

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[Ticket: # 702955 - Data Cap](#)

**Date:** 12/11/2015 3:39:10 AM

**City/State/Zip:** Memphis, Tennessee 38117

**Company Complaining About:** Comcast

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## **Description**

I believe that the data cap is imposing on Net Neutrality by not weighing against Comcast streaming options. And, it as well hurts the Open Internet by limiting usage unjustly.

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**Ticket: # 702958 - Comcast Data Cap**

**Date:** 12/11/2015 3:44:44 AM

**City/State/Zip:** Germantown, Tennessee 38139

**Company Complaining About:** Comcast

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## **Description**

Comcast is literally the only option for internet in my apartment complex. I used to upload Youtube videos and live-stream for small amounts of money on the side. I've quit both of these things largely because the money I had to spend to make up for going over the data cap wasn't worth the reward. The fact that Comcast has so blatantly undertaken policies that are directly bad for its consumers (who mostly have no choice in what provider they can choose) while simultaneously taking government money for promises to improve their infrastructure YEARS ago is outrageous. I honestly don't understand how Comcast can continue to get away with abusing users after how much public money they've received to fix the very issues that they claim justify a data cap now.

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**Ticket: # 702959 - Monthly Data Cap****Date:** 12/11/2015 3:49:22 AM**City/State/Zip:** Tucson, Arizona 85704**Company Complaining About:** Comcast

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**Description**

Comcast's recently implemented data caps (300GB) in several markets, including my own, seem to be specifically tied to the amount of data that would be used if someone were to cancel their cable TV package and instead choose to stream their TV and movies from other sources like Hulu/Netflix/etc. in HD for approximately 5 hours per day. This does not take into account any sort of data usage for computer software updates, video games and their associated updates, app usage, mobile device usage while at home, etc. that would also count towards that same data cap.

In addition, Comcast's recent announcement of their own streaming system that bypasses the FCC's own Open Internet (ak Net Neutrality) rules by claiming unused channels on their cable network (that doesn't connect to "The Internet") provide the service and thus it is not "Internet" usage, shows that Comcast specifically wants to use their already existing infrastructure to zero-rate their own services while counting nearly identical usage against data caps for competitor's services. Logically, this shows Comcast is trying to adversely affect consumer choice and steer people to their own services and away from competitors via a method that their competitors simply cannot compete with since they do not provide the physical lines Comcast uses to provide service. It also shows that Comcast has the infrastructure in place to increase customer's services already and instead of providing their customers a better solution, they are specifically trying to kill their competition while simultaneously charging their own customers more for the same service, in an industry that already has extremely high profitability.

Comcast has not provided and public information proving that their network is in fact adversely affected by congestion, outside of the artificial limitations they imposed during their "negotiations" with Netflix and other peering carriers.

I strongly urge the FCC to look at Comcast's specific implementation of zero-rating their own services while not even providing a way for competitors to do the same. While T-Mobile's Binge On and Music Freedom services also appear to violate the Open Internet Orders, the company also provides a way for any company to apply for zero-rated content as long as it meets the same criteria, Comcast provides no such option and thus is using their dominant and nearly monopolistic market position (no matter how it was acquired) to force consumers to use their services over competitors instead of competing on an even field for consumer business.

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[Ticket: # 703054 - Comcast Data Caps](#)

**Date:** 12/11/2015 10:26:13 AM

**City/State/Zip:** East Weymouth, Massachusetts 02189

**Company Complaining About:** Comcast

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## **Description**

They are prioritizing traffic and implementing damaging data caps, both of which are against the net neutrality regulation passed by the FCC.

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[Ticket: # 703242 - Comcast abuse of Net Neutrality](#)

**Date:** 12/11/2015 12:05:44 PM

**City/State/Zip:** Jacksonville, Florida 32256

**Company Complaining About:** Comcast

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## **Description**

Comcast's use of data caps against streaming content providers is their way of circumventing the laws put in place to protect Net Neutrality. This is only going to get worse as higher definition television (4k, and 8k) becomes more mainstream. Please do something to stop this as it is anticompetitive and I would suspect even borders on antitrust.

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[Ticket: # 703534 - Comcast Data Caps](#)

**Date:** 12/11/2015 1:56:29 PM

**City/State/Zip:** Iselin, New Jersey 08830

**Company Complaining About:** Comcast

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### **Description**

I filed a complaint with the FCC regarding the Comcast Data Caps nearly a month ago, and was never contact by Comast. I would appreciate speedy customer service reply to them so I can discuss my grievances.

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[Ticket: # 703612 - Arbitrary data caps](#)

**Date:** 12/11/2015 2:25:37 PM

**City/State/Zip:** Fort Lauderdale, Florida 33301

**Company Complaining About:** Comcast

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## **Description**

I live in an area where Comcast is imposing arbitrary data caps in an effort to shut down streaming competition and extract more money from their customers, who already overpay for mediocre service and abysmal customer service. They just don't care about customers because they have a monopoly. Comcast is the worst company in america and should be subject to federal antitrust regulation.

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**Ticket: # 703648 - Comcast Data Cap**

**Date:** 12/11/2015 2:43:33 PM

**City/State/Zip:** Tupelo, Mississippi 38857

**Company Complaining About:** Comcast

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## **Description**

Comcast Bandwidth caps are un-called for. We that have the misfortune to live the the "trial" areas for their data caps are stuck, and were not asked if we wanted to participate. I had unlimited data when i opened my account and then one day they started apposing a cap on my data usage and have the nerve to say they don't have data caps.

<https://www.dslreports.com/shownews/Comcast-Still-Refusing-to-Admit-it-Even-Has-Broadband-Caps-135849>

<https://customer.xfinity.com/help-and-support/internet/data-usage-what-are-the-different-plans-launching/>

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[Ticket: # 703770 - Comcast](#)

**Date:** 12/11/2015 3:14:31 PM

**City/State/Zip:** Bremerton, Washington 98310

**Company Complaining About:** Comcast

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## **Description**

Data caps and throttling of Internet causes me to blow through their limits in under 5 hours when watching netflix and then am charged substantial fees.

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**Ticket: # 703866 - Comcast data caps**

**Date:** 12/11/2015 3:49:33 PM

**City/State/Zip:** Santa Clara, California 95054

**Company Complaining About:** Comcast

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## **Description**

Data caps should not exist in today's market and the future's. More and more content is being delivered through the internet and it's incredibly absurd of Comcast to try and capitalize on this instead of helping its customers. As a customer, it is impossible to truly gauge your data usage, especially in a home setting. You've got the potential for a variety of people, using a variety of devices, using a variety of services. Video, gaming, reading, writing, communicating, calling, etc all utilize the internet now in some capacity. And many are designed around the idea that you don't have to worry about some silly cap. Companies are promising unlimited storage or streaming or what have you and that would be impossible to use with Comcast's caps. Even new features like UltraHD/4K video would be impossible to use! And Comcast would try to use that to their advantage by allowing their own properties to be "free" from their own data cap. That's ridiculous and needs to be stopped way before it can happen. It doesn't truly cost Comcast much to allow unlimited home internet to its users. Please do not allow them to implement these data caps nationwide and continue their monopoly.

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**Ticket: # 703998 - Cable Monopoly/Data Cap****Date:** 12/11/2015 4:32:09 PM**City/State/Zip:** Fort Oglethorpe, Georgia 30742**Company Complaining About:** Comcast

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**Description**

I recently moved to the area. Prior to my move I cut the cable cord choosing a Leaf Antenna and Netflix. Upon my move, I ordered high speed boost 75k from Comcast, nothing else. I was given a price point which didn't include the \$9/mo cable box required. Now, I am receiving notice that each month I am going beyond a new cap of 300GB/mo. My options are to pay more or use less (i.e., netflix/video streaming) or order their TV service to watch a movie. Either way, I am being held hostage to the only cable provider allowed to service my area. I understand these caps are not to be used against 'businesses', just the little guy, the single retiree who needs home entertainment. Now they bypass more regulation by adding data caps to only certain parts of the country as a market trial (not nationwide yet) so as to not call attention to themselves to the FCC. It's time you guys step in and disallow the continued price gauging of this market. I already pay a respectable \$50/month for internet access. Without it, no one can function in today's world.

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**Ticket: # 704306 - Comcast Data Caps**

**Date:** 12/11/2015 6:16:55 PM

**City/State/Zip:** Tucson, Arizona 85704

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity internet imposes a 300GB data cap for your monthly allotted bandwidth. It is my understanding that this is a violation of open internet, and they are charging extra money when you go beyond that. To add further insult to injury, the meter does not ever accurately tell you where your bandwidth usage is during the month, making it impossible to know your internet bill each month.

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**Ticket: # 704644 - Internet bandwidth caps**

**Date:** 12/11/2015 9:49:44 PM

**City/State/Zip:** Powder Springs, Georgia 30127

**Company Complaining About:** Comcast

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## **Description**

In my household there is three people. We work on average 50 hours a week and because of this we are rarely home. But somehow we manage to exceed this data cap (300GBs) every month. Honestly this is Comcast being greedy not to mention underhanded. All three of us consume our media from the internet. We do not watch cable TV and we don't even have it on our package. Also that is a issue because somehow he guy at the Comcast center said we could save \$15 by adding it and keep the same internet speeds which makes no sense. So there is another way we are being cheated. I pay too much for to little only have my connection capped. We watch Netflix and amazon which are far better services than cable TV. My only conclusion is that Comcast put these caps in place to hinder those of us who do not buy their TV services. So currently I am stuck. I don't have much for options for ISP's . I could pay way more for way less and still get capped. OR I am forced away from services I enjoy such as Netflix, because using those to watch an hour or two of TV and maybe downloading a game for my Xbox and Comcast is charging me hundreds of dollars in overage fees. Last month my bill said I was over by \$120 dollars in overage fees. Which was complimentary for the first 3 months. This is ridiculous and should be illegal. It's a monopoly. I have no choice. I can't pick their competition because Comcast is charging me for it.

Give me goods internet speeds at a decent price, and remove these data caps.

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[Ticket: # 715050 - Comcast Data Caps](#)

**Date:** 12/17/2015 7:51:00 PM

**City/State/Zip:** Coconut Creek, Florida 33063

**Company Complaining About:** Comcast

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### **Description**

I find the implementation of Data Caps to be poor business. This plan is purely a money grab from an already affluent business.

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**Ticket: # 704791 - Comcast data cap**

**Date:** 12/12/2015 1:41:35 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast policy is to discourage users from streaming online video (such as netflix or hulu) by implementing data caps, in order to provide an unfair advantage to their cable TV business operations. This is an unethical business practice that hurts the customers on the basis of limiting their choices of content providers, and subsequently, hurts the business operations of content provider themselves.

Cable internet bandwidth is not a finite resource. There are no technical limitations mandating monthly data caps. This is nothing more than a business decision made to boost revenue at the expense of unfairly limiting consumer choice.

Please put a stop to this.

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**Ticket: # 704961 - Comcast Data Cap**

**Date:** 12/12/2015 12:10:34 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast has been warning me that I will be exceeding my data cap yet again, but I need more than 300gb of data. We are a family of 6. Please stop their data caps; it hurts net neutrality!

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**Ticket: # 705266 - Comcast Data Cap**

**Date:** 12/12/2015 3:46:45 PM

**City/State/Zip:** Palmetto Bay, Florida 33157

**Company Complaining About:** Comcast

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## **Description**

My internet data is being capped at 300Gigs and It's not fair. Comcast is actually tracking my data incorrectly and they can't provide me any hard information as to why my data usage is high with moderate usage. Something's not right. Here's a link to another customer who is experiencing the same issue regarding false data readings: <http://forums.xfinity.com/t5/Customer-Service/Data-Usage-Overages-Due-to-XFinity-Home-without-Notification-to/td-p/2254213>

Please do something about this FCC. With 4k UHD TV on the horizon and OLED quality UHD right behind it, how can consumers stream or enjoy technology with peace of mind. Charging high price unlimited rates is unfair and un-American.

Comcast has great service as far as speed and features, but this data cap isn't right. We're a family of 3, two adults and one child and they're clocking our data usage at 10gigs a day (impossible)! I checked my devices data settings and I'm getting totally different readings. 90% of our computing and streaming is on mobile devices and there's no way we're clocking that much data on cable TV. HELP!

(b) (6)

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[Ticket: # 705469 - Monthly data caps](#)

**Date:** 12/12/2015 6:28:09 PM

**City/State/Zip:** Meridian, Idaho 83646

**Company Complaining About:** Cable One

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## **Description**

Monthly data caps of 300g is unacceptable.

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[Ticket: # 705414 - Cable data cap](#)

**Date:** 12/12/2015 5:48:20 PM

**City/State/Zip:** Rome, Georgia 30161

**Company Complaining About:** Comcast

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## **Description**

Comcast has put a 300G data cap on my usage. I am one of those many who dropped cable TV and now use the Internet to watch shows. But I have a more specific complaint. I think Comcast has RECENTLY changed how that data was assessed. When my son was at home and played online video games on his XBOX I never came close to the 300G cap. The past four months I have come close or exceeded that data cap and there is no longer in an Xbox in my house or online gaming.

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**Ticket: # 705440 - Business practices and customer service.**

**Date:** 12/12/2015 6:04:29 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

Comcast stated they are using a trial period, but they are implementing a mandatory trial in which no customer was grandfathered into having possessed unlimited data previously. Another issue not addressed is the fact that the customer could pay \$35 more and their service is once again unlimited. One could reason this is simply a revenue generating venture with no signs of stopping. In addition to all this, my personal Internet speeds routinely become roughly 1/30th of what I'm paying for despite the use out of peak hours. Every other month recently I must call and have them reset the router from their end as I pull 1 mobs down despite paying for 55 mbps. Comcast has also not stated the end point of this trial. I cannot think of another service business which can create a mandatory trial, with no end point. Comcast also does not allow one to measure their Internet use via a third party company. Comcast measures the Internet they bill. If one goes over they incur overage fees for every few gbs over. How is it not a conflict of interest? Comcast also stated I, (b) (6), am not a customer despite my 3ish years of service with them under their xfinity brand. If I am truly not a customer I would like them to end my contract I am currently in under the xfinity name so I can switch. I am deeply saddened the fcc has not attempted to break the telecom monopolies these companies enjoy. I can join att despite their data cap as they truthfully admitted they had one instead of forcing users such as myself into one with their "trial". I will upload a copy of the letter sent to me. The phone number on the back does not accept calls so don't bother trying to call as I did. It is useless. Comcast stated the average user only uses 40 GB, which is a figure they pulled from their own website. As what I would describe as an average user I have gone over twice and routinely have had to limit myself to avoid the overage limit.

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**Ticket: # 705471 - Net Neutrality**

**Date:** 12/12/2015 6:33:51 PM

**City/State/Zip:** Rydal, Georgia 30171

**Company Complaining About:** AT&T

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## **Description**

I received a message through Facebook about net neutrality. "If Comcast and other providers are successful in what they are planning, your Netflix, Hulu and other accounts are going increase and Comcast will likely be able to charge you even more for topping their data cap. If the cable TV providers want customers back they need to customize their TV packages so I am not paying for 140 channels I don't have any intention of watching." I do not appreciate these tactics. What's more? I am a victim of ATT currently and have no other choice in providers. ATT is renowned for charging more whenever they can. ATT is also saying that they are going to force us to switch to U-verse which will be less speed than what I'm currently getting, but of course for the same price. This is simply an outrage and something must be done.

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**Ticket: # 727991 - Blue Ridge Data Caps****Date:** 12/29/2015 3:56:14 AM**City/State/Zip:** Honesdale, Pennsylvania 18431**Company Complaining About:** Blue Ridge Communications

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**Description**

Blue Ridge, a cable and internet provider in Northeast Pennsylvania and surrounding areas has instituted data caps on their internet service. As a subscriber, my household is signed up for one of their higher tier internet services. This particular package, as of September 1st 2015, now comes with a 600GB data cap, with a \$10 fee for every 50GB over that limit. This, in my opinion, is an attempt to keep users from using streaming video services like Netflix and Hulu in order to protect their advertising revenue through their TV packages. The decision seems to be related to Comcast's decision to do the same thing completely unmolested, as well as the announcement that Netflix will be offering 4K streaming starting July/August 2015. It should be clearly stated that if a user were to stream at the higher resolution, they wouldn't be using more bandwidth, only using more total download throughout the month. Estimates for the data usage are anywhere from 7-20GB per hour streaming at 4K. So people who choose Netflix as a source of entertainment (even at 1080) will very easily go over the data cap, and will be discouraged from using Netflix in the future. Its a way to punish those who stick with online streaming services, to punish those services themselves, and to force people to use a standard television package, rather than have the freedom to choose. This is what the net neutrality argument is all about. Blue Ridge Communications is gouging consumers.

Secondary to this complaint is the fact that our household wasn't even aware of the change until we approached the cap in the month of December. After looking online, it seems other people experienced the same thing. They changed their policy without proper notification. So not only are they trying to milk every cent from the people using their service, they're doing it in an underhanded way as to catch people off guard.

My family was lucky enough to only approach the cap and not surpass it. But we also have 2-4 times the data cap of other (and likely the majority) of users. They will be the ones to suffer, or be forced to upgrade needlessly.

As a note, I chose Fiber as the internet method, although I don't think that's the case. That is pulled from their website. Our household has their DREAM 60 plan (60mbps down, 3 up). It is more important to note, that on their "speed and pricing" section of their webpage, there is no mention of a data cap and overage costs.

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**Ticket: # 705575 - Anti-competition Comcast**

**Date:** 12/12/2015 8:34:19 PM

**City/State/Zip:** Pearl, Mississippi 39208

**Company Complaining About:** Comcast

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## **Description**

I'm a Software Engineering major, so my life is online. Comcast's 300GB "threshold" is terrible as it is just being implemented to rid the market of competition. Everything I do, from submitting programs, downloading programs, downloading games, getting caught up with news, viewing videos, watching tv, etc. is done online. Since I do everything online, I need reliable internet. The other competition in my area has 12 Mbps, which is not enough for me, as I share the internet with 3 others.

As technology progresses, the amount of data we can and will send is increasing exponentially. The average video game is now exceeding 20-50GB per game, At this I make sure that whatever I watch, upload, or download, is of the highest quality available, because I need it to as an SE major.

The typical American watches 4 hours of TV a day. At this rate, over just 20 days of the month, that's 80 hours of TV. At HD quality, the data this takes is 240 GB. That's only 60 GB from the "threshold." But I can watch Comcast's on demand, with ads, and not have it count towards my data cap. This is anti-competition. This is against what America stands for.

Comcast has public said that it cost them LESS than \$0.01 per GB to send a customer; however, they are putting a "threshold" of 300 GB on customers. That only cost them \$3.00. Yet, they are charging \$200.00 per month for internet. Wait! You can't buy internet from them for that price. you have to buy it "bundled" to get it that low, because Comcast wants you to watch their TV, forcing them to get more money out of you. How is this not illegal? Its not like I can get another service because the USA isn't forcing cable providers/ISPs to rent out lines, like the UK. The UK actually have regulations for this kind of crap, mandating that ISPs rent out cable lines to competition. This reduces the price, as it increases competition. This is basic economics.

In conclusion, the data cap, I mean "threshold," should be punished, as it is anti-competitive and only benefits Comcast and Comcast only.

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[Ticket: # 705729 - Comcast Data Cap](#)

**Date:** 12/13/2015 4:18:39 AM

**City/State/Zip:** Coral Gables, Florida 33146

**Company Complaining About:** Comcast

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## **Description**

Comcast is arbitrarily enforcing a damaging 300GB monthly data usage cap on my home account. As a student, I am an active internet user and easily surpass this volume every month. I have the right to an open and free internet without arbitrary data caps. This is an abusive practice on consumers including myself because Comcast, as in my case, is often the only available internet provider.

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**Ticket: # 705737 - CableOne Data Cap**

**Date:** 12/13/2015 5:33:31 AM

**City/State/Zip:** Boise, Idaho 83702

**Company Complaining About:** Cable One

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### **Description**

CableOne has recently decided to automatically charge me more because I went over what they call "data cap." This requires I pay an extra 25 bucks a month for faster internet (of which my speeds have not increased) and for an extra 100GB of data. They only average my months in which I had gone over my data cap and not an overall total as well. Please look into this as this is complete profit scheming. Thanks.

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**Ticket: # 705847 - Comcast Data Cap**

**Date:** 12/13/2015 1:29:03 PM

**City/State/Zip:** Nashville, Tennessee 37214-4735

**Company Complaining About:** Comcast

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## **Description**

As a father of two small children, we have cancelled cable television and use controlled ways to choose what our kids can view. We use streaming subscription services in HDTV. Due to the increased resolutions for video, pictures and other files, exceeding our "allowance" is frequent and expensive. Unfortunately, we have no other options for high speed Internet. Too bad it always cuts out.

This Data Cap punishes me for choosing to use streaming providers for TV and Movies outside of Comcast.

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**Ticket: # 706231 - Data Caps**

**Date:** 12/13/2015 10:17:27 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has set a limit of 300 GB data limit per month for my internet usage. There is no reason for this cap, there is no benefit for consumers. I use my internet for video streaming (Netflix, Youtube, Twitch), Skype and for Gaming. The only thing that a data cap ensures is that consumers will have to modify their online presence and usage of online services, and that ISP's have an extra source of income. This has no benefits for us and should not be allowed to continue.

The 300 GB cap is too little amount for the things we use online and can only imagine how it must be for families of larger size. I urge you to help us all iin having free and open internet.

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**Ticket: # 706587 - Comcast Data Caps**

**Date:** 12/14/2015 11:33:48 AM

**City/State/Zip:** Memphis, Tennessee 38111

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam,

I have internet only service through Comcast in Memphis, Tennessee. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. Cable TV customers do not have video programming traveling over the same wires counted against their data cap, but my viewing of any video or audio programming is logged against my data cap. This privileges the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit? This implementation of only metering signals not originating from Comcast is meant to give Comcast an unfair advantage as a preferred programming provider which is opposed to the fair playing field intended by the FCC.

I urge the FCC to take action against this anti-consumer move. As a person who doesn't have access to alternative internet providers my two options are either to "take it" or cancel my service and not have internet. This is why I and thousands of other Americans need you the FCC to step up and implement rules that abolish data caps.

Sincerely,

(b) (6)

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**Ticket: # 706969 - Comcast Data Caps**

**Date:** 12/14/2015 1:55:51 PM

**City/State/Zip:** Boston, Massachusetts 02130

**Company Complaining About:** Comcast

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## **Description**

Comcast is currently rolling out new data capping programs where users will have to pay extra after a certain bandwidth has been used up. They are also prioritizing traffic. Both of these practices run contrary to the recent updates to FCC net neutrality regulation. Comcast needs stop these practices immediately. Regarding data caps, they are being rolled out under the pretext of fairness, but usage when a user does not reach their data cap, they are not refunded for the data they did not use. They are attempting to deal with the cord cutters that have stopped using their cable TV and phone services by punishing internet use. I look forward to the FCC stepping in and stopping this nonsense.

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**Ticket: # 707215 - Comcast Stream TV**

**Date:** 12/14/2015 3:08:22 PM

**City/State/Zip:** Lake Villa, Illinois 60046

**Company Complaining About:** Comcast

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## **Description**

The new Net Neutrality rules were a necessary step forward in consumer protections, but providers are already attempting to get around them. In particular, I would like to bring your attention to Comcast's new internet television service, "Stream TV". Comcast has confirmed that this service will not count against data caps. This is a clear attempt to ignore Net Neutrality & stifle competition, and I hope that the FCC takes appropriate action.

Best regards, (b) (6)

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**Ticket: # 707752 - Deans List Student Dealing with Comcast Data Caps****Date:** 12/14/2015 6:10:07 PM**City/State/Zip:** Tuscaloosa, Alabama 35401**Company Complaining About:** Comcast

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**Description**

Dear FCC,

I would like to file a formal complaint with you all about Comcast's data caps. As a hard working student who works a part time job and receives some government loans in order to be able to attend school at the University of Alabama I am consistently fighting to make ends meet. Now that Comcast (unannounced to me when I signed up for their internet service) has started charging me an extra \$10 a month when I exceed my meager 300GB/month data plan I can no longer afford to access content like the lectures that my teachers record and post to youtube/"blackboard" (keep in mind these lectures a long and recorded in HD, additionally I must access them on a daily basis). I believe this crosses a line and essentially blocks my ability to use the internet in ways that I NEED to use it in order to be a successful student. This violates your net neutrality rules in the sense that it is blocking my use of the internet I PAY FOR because I can only afford the rate at which I agreed to pay for the service. Furthermore, I feel as if they are discriminating against me as a customer simply because I currently reside in and around states that have a very low GDP per capita. I feel this way because they currently have installed "Data cap trials" solely in areas/states/towns that have a very low income. (please follow this link for a list - <https://customer.xfinity.com/help-and-support/internet/data-usage-trials/> ).

I also believe they may be pursuing this restrictive policy because they are aware that the majority of their customers in these locations are not very wealthy and therefore may complain but essentially will be helpless as to make any sort of real impact. Finally, I believe they are also pursuing these restrictive policies in these areas because they are aware that they have very little to no competition as far as ISP's go within these locations. I have almost no way out here and I need your help! Please enable me to be a successful student and thereby contribute positively to the future of this great nation by getting them to lift these restrictions on my internet usage! Thank you for your time and consideration.

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**Ticket: # 708219 - Net Neutrality and Monopolies****Date:** 12/14/2015 10:16:04 PM**City/State/Zip:** Meadville, Pennsylvania 16335**Company Complaining About:** Armstrong

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**Description**

After receiving a bill for my internet usage, which I was to understand was unlimited, was \$20 more than expected I contacted my cable provider. While speaking with their customer service I discovered I have 200GB of data per month, and had used 268GB in the billing cycle. I was charged an extra \$20 for 100GB (\$10 for every 50GB). My problem here is not the billing, but the scheming and monopoly-like practices of Armstrong Cable.

Like most people, I use Netflix and Hulu for streaming TV because the cable company has priced themselves out. Instead of paying \$75/month for internet and only basic cable, I can pay \$60 for internet through Armstrong and have both Netflix and Hulu to watch shows that are not available in their basic cable package. During my discussion I uncovered that they do not offer an unlimited internet plan, but the best they can offer is 400GB then you can elect to pay \$15/100GB past that.

From my understanding of the net neutrality bill passed earlier this year, the FCC is interested if an ISP does not offer an unlimited internet option and uses data caps to harm customers.

Especially in this case, where Armstrong is the only option afforded and has a monopoly, this practice punishes customers for electing to use their money in a more economical way instead of buying more of this ISP's overpriced services.

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**Ticket: # 708320 - Comcast Data Cap**

**Date:** 12/15/2015 12:05:47 AM

**City/State/Zip:** Bryant, Arkansas 72022

**Company Complaining About:** Comcast

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## **Description**

Comcast has started implementing a data cap on my plan. I have had them for over 7 years and never had a notice of usage. Now I am held to a 300 gb data cap or be forced to pay a \$10.00 fee for every 50gb over. This is forcing users to more traditional methods of viewing content (Cable T.V.) instead of allowing for streaming netflix, hulu, HBO etc. Even content such as college courses, video chatting with family are now subject to do I have the data allowance to do so.

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**Ticket: # 708369 - Comcast Data Cap 300GB**

**Date:** 12/15/2015 2:28:18 AM

**City/State/Zip:** Palmetto Bay, Florida 33157

**Company Complaining About:** Comcast

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## **Description**

The answer is simple: ANY cap is unacceptable, because data per se is an UNLIMITED resource. ALL data caps are 100% arbitrary and this can easily be proven with the laws of physics. Bandwidth is the limited resource. Congestion can ONLY happen by oversaturation of bandwidth. When ISPs start capping services, they're not trying to prevent congestion. They're trying to arbitrarily limiting your service for profit gain. This allows them to negate competition based on quality of service, and will allow them to 'compete' on arbitrary restrictions, ultimately for the worse of all customers. Please FCC, do the right thing for the good of customers who value Comcast service. These data caps are betrayal to customers, who just months prior did not have these data cap chains locked around our wrists & ankles.

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**Ticket: # 708868 - Comcast 300GB Data Cap**

**Date:** 12/15/2015 12:48:31 PM

**City/State/Zip:** Deerfield Beach, Florida 33441

**Company Complaining About:** Comcast

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### **Description**

Comcast implemented a 300gb data cap far into my two year contract with them.

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[Ticket: # 709601 - Recent 'trial' of data caps](#)

**Date:** 12/15/2015 4:34:19 PM

**City/State/Zip:** Shreveport, Louisiana 71115

**Company Complaining About:** Comcast

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## **Description**

Hello!

Xfinity has recently introduced data caps on their internet plans. I understand that they would want to reduce the number of "high use" customers but the 300GB/month cap is just stupidly low. In addition to this, the \$10 penalty for every 50GB you go over is silly.

The argument that high use customers cost them money. The truth is that they want to discourage people from streaming through other services and force people into their own streaming services (you pay more for), which oddly enough doesn't detract from your usage cap. Interesting how that works.

Thanks for reading.

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**Ticket: # 709919 - Comcast's unethical treatment of customers**

**Date:** 12/15/2015 6:15:26 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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**Description**

I feel like I am being punished for an ongoing dispute between Comcast and various other content providers by Comcast imposing a data cap and charging for extra data in allotments of 50GB. I would gladly choose to leave the company if I had the opportunity to take my business elsewhere but cannot get a similar service in my area.

To date I have not been given a sufficient reason from the company for the implementation of the cap nor have I found that my household of 4's usage to fall under the imposed cap (mandatory system updates and program downloads aside). My family and I should not be punished because of a disagreement between Comcast and Netflix or other content providers.

If nothing else, action should be taken to incentivise other service providers or the state to build out their own networks. My choices should be between non-broadband access and Comcast, it is giving Comcast the false impression that I approve of their practices since I can't vote with my dollars and switch providers.

Thank you for your time,

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**Ticket: # 709978 - Suddenlink Data Cap****Date:** 12/15/2015 6:38:36 PM**City/State/Zip:** Tyler, Texas 75707**Company Complaining About:** Sudden Link

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**Description**

To Whom It May Concern,

Suddenlink offers a 200 Mbps download/20 Mbps upload plan with a string attached. This string is a 450 GB data cap per month. At the download rate offered, it would take approximately 4.5 hours to consume the entire data cap for the month, rounding out to roughly 0.5% of the total hours available in the month. Data caps unnecessarily meter a connection that is already paid. If Suddenlink, or any other ISP, couldn't handle the addition of a new customer and the load they put on the existing infrastructure, the ISP should stop accepting new customers or be forced to upgrade the infrastructure. The service is advertised as a data rate, with a data cap in the fine print. Throwing the data cap allows ISPs to double dip: pay for an Internet speed and how much a customer downloads. If a person uses too much data, they're charged additionally, even when no additional expense is present with regards to the ISP. These data caps are intrusive, immoral, unnecessary, and a blatant money grab.

Thank you for reading.

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[Ticket: # 710109 - Comcast data caps](#)

**Date:** 12/15/2015 7:28:48 PM

**City/State/Zip:** Wheeling, West Virginia 26003

**Company Complaining About:** Comcast

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### **Description**

Please do not let Comcast enforce data caps. I pay good money for my internet service and I am strongly against data caps. Thank you

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**Ticket: # 710130 - Comcast Data Caps**

**Date:** 12/15/2015 7:37:56 PM

**City/State/Zip:** Seattle, Washington 98168

**Company Complaining About:** Comcast

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## **Description**

These Comcast Data Caps are price gouging by definition!!! By Comcast's own reasoning behind the caps, they should charge us only for the data we use. There is also the fact that they are a monopoly in my area and my only provider of internet (a public utility as defined by the FCC). Comcast sets the cap, and then uses their own vague calculations to calculate usage with no transparency. Of course this will let corruption and greed fester. They are already giving preference to their own data streaming ventures (those will not be counted in the cap, but the others will.) It is up to municipalities to set up their own internet infrastructures and internet/streaming companies to fund those projects in lieu of minimal tax revenues. But until then, we will have to deal with the oligarchic behemoth Comcast, and I for one expect my government to protect my rights and call out these companies and enforce the rules we set for them.

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[Ticket: # 710133 - Comcast](#)

**Date:** 12/15/2015 7:42:50 PM

**City/State/Zip:** Westminster, Colorado 80234

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are unethical and a clear abuse of their functional monopoly on broadband service in many markets. The FCC needs to step in. There is a reason why they are the most despised company in America, and it is because they have no reason to care due to the current state of the market. Until they are properly regulated or competition is introduced, service will not improve.

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**Ticket: # 710141 - Data Caps**

**Date:** 12/15/2015 7:45:17 PM

**City/State/Zip:** Reseda, California 91335

**Company Complaining About:** Comcast

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## **Description**

I do not currently have data caps on my home internet, though I have one on my cell phone. I almost switched to UVerse once but they have a cap (not sure if it is enforced or not) but I am vehemently opposed to data caps.

There are several things wrong with them. Number one, companies like Comcast have already proven to be less than benevolent on the topic. They have created their own IP based video streaming service that is out of the scope of net neutrality because it technically does not come through the normal internet feed. But since Netflix, Hulu, and others cannot do the same thing, it seems like extreme cheating. It also seems like an abuse of a monopoly.

Secondly, they have already admitted that the limits have nothing to do with network management, it is purely for greedy reasons.

Third, the limits are far too low to be useable. If you use Steam or watch Netflix, then you will hit the cap regularly, and of course, as data consumption increases, more and more people will be affected. An argument back has always been that they will up the limit as consumption increases, but I have trouble believing that. Even if they do, it will be too little too late, and all of a sudden, people will one by one notice their bills doubling.

Its a immoral cash grab that is an abuse of a monopoly in reality (not sure if it is or not legally, it should be if not).

**FCC: PLEASE TAKE ACTION!**

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[Ticket: # 710305 - Comcast Data Caps](#)

**Date:** 12/15/2015 8:59:39 PM

**City/State/Zip:** Winder, Georgia 30680

**Company Complaining About:** Comcast

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### **Description**

I signed up with Comcast for unlimited Internet access. I fail to see how Comcast can completely change the terms of service six months into a two year contract to impose data caps. Please do something about this wretched abuse of a monopoly.

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[Ticket: # 724888 - comcast](#)

**Date:** 12/25/2015 10:42:14 PM

**City/State/Zip:** Margate, Florida 33063

**Company Complaining About:** Comcast

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## **Description**

Comcasts new 300gig data cap for broadband is a absolute joke. This is consumer abuse and a monopoly. Millions of americans will refuse to pay and will cut cords. This is bad for Americans and slows progress.

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**Ticket: # 710258 - Say no to data caps**

**Date:** 12/15/2015 8:37:40 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently introduced arbitrary, purely profit driven data caps. These limit peoples access to goods and service they pay for, and have no basis in cost or expense for comcast and other ISPs implementating them. The charges are always metered only one way, with only a laighable token \$5 credit if you reduce your usage to 1/60th of the cap. Any 1/6th overage carries a \$10 fee however. This is obvious gouging, and they shoupd fave fines and oversight for such a blatent anti-consumer stance.

You have done fine work with title 2. Please continue defending people that need and depend on this vital resource.

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[Ticket: # 710287 - Data Caps](#)

**Date:** 12/15/2015 8:54:32 PM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** Comcast

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## **Description**

I am very concerned about the planned data caps from Comcast. This is a huge problem not only financially but I feel will stifle the growth of US tech companies like Amazon, Netflix, Apple, and countless others.

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**Ticket: # 710296 - Implementation of Comcast Data Caps**

**Date:** 12/15/2015 8:58:09 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast is putting in place data caps to wage war on Netflix and Amazon streaming. Their business model is failing so they are engaging in a monopolistic approach to bully competition by abusing their position as a distributor of broadband service.

This kind of business practice is un-American. Comcast is subscribers because their subscription content products are objectively worse than competition. Rather than fixing their content, they are leveraging their infrastructure to deny rob competition of their ability to deliver their superior content.

These behaviors need to be punished so that other companies will be dissuaded from resorting to such abuses of the marketplace.

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[Ticket: # 710302 - Data cap](#)

**Date:** 12/15/2015 8:58:48 PM

**City/State/Zip:** Lakemoor, Illinois 60051

**Company Complaining About:** Comcast

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## **Description**

I have learned Comcast has issued a data cap on our internet. As I view the internet as a utility required for business and pleasure, I feel this is a gross breach of my personal rights. As we pay a set rate for speeds that I have yet to see, I do not feel Comcast or any other isp should be able to limit what I view or how much I view. Please step in and stop this monopoly from destroying the free internet as we know it.

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**Ticket: # 710368 - Data Caps**

**Date:** 12/15/2015 9:29:13 PM

**City/State/Zip:** Amarillo, Texas 79118

**Company Complaining About:** Sudden Link

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**Description**

Suddenlink imposed data caps and did so without notifying all customers.

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[Ticket: # 710372 - This is becoming ridiculous](#)

**Date:** 12/15/2015 9:30:08 PM

**City/State/Zip:** Dover, New Hampshire 03820

**Company Complaining About:** Comcast

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## **Description**

Data caps are unlawful. Comcast is breaking the law. End of story.

But aside from this, you guys are the only ones left who can do anything. No one else. The future, as Comcast sells it, is a dark and ignorant one. Dont fool yourselves. They have never done anything except pinch every penny. Its basic economics. When you are the only provider of a perceived-as-necessary- resource, they can up the price with no consequences.

You are the only official body that will make a difference. Not aging politicians, whose only interaction with technology is social media. Not ignorant middle class families who just pay their bills because thats how they were raised. Not the 1% and their riches( why would they care if it doesnt affect them? I wouldnt). Only you.

This is the peoples fault. It always will be. But that miserably slow future, bereft of any network advancement in lieu of Comcast's profit margin, will be on YOUR shoulders as well. Please. They will slow down this species, mark my words.

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**Ticket: # 710390 - Comcast data cap issue not resolved**

**Date:** 12/15/2015 9:35:53 PM

**City/State/Zip:** Shreveport, Louisiana 71106

**Company Complaining About:** Comcast

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**Description**

I previously submitted a complaint about Comcast imposing new data caps. The response I received amounted to "there is no problem" and that is completely unacceptable. The only acceptable solution is a return to no data caps.

Usage caps unfairly punish people who use streaming video sites like Netflix rather than subscribe to Comcast's cable TV.

Usage caps are prohibitive to future development. 10 years ago, we considered 10GB to be a lot of data. Now 10GB is nothing. How long before 300GB is similarly considered tiny? If you watch a lot of high-definition video streams or purchase a lot of games that need to be downloaded (some of which can be over 50GB) it's already incredibly easy to hit the current cap.

Usage caps are contrary to the idea of net neutrality, by punishing the use of high-bandwidth traffic like HD video streaming over lighter usage.

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[Ticket: # 710401 - Please breakup the comcast monopoly](#)

**Date:** 12/15/2015 9:39:42 PM

**City/State/Zip:** Denver, Colorado 80211

**Company Complaining About:** Comcast

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### **Description**

Comcast is the only available broadband cable option in my area. They gouge me with their pricing and then impose ridiculous data caps. Anytime I use a lot of data my service gets throttled. Please breakup this horrible monopoly! It's outrageous they are allowed to continue to operate as they do.

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**Ticket: # 710459 - Comcast Data Caps**

**Date:** 12/15/2015 9:56:09 PM

**City/State/Zip:** Austin, Texas 78653

**Company Complaining About:** Comcast

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## **Description**

Data caps are restrictive, and a violation of the terms I signed and paid for. If Comcast was not a monopoly in my area, I would switch to another company. Unfortunately, because I am locked in, they are exploiting me by charging high prices for terrible products which consistently underdeliver. I have talked to them so many times and do not want to talk to another comcast employee they just waste my time and ignore me. Just wanted to inform you that this is the type of company you have allowed to operate.

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[Ticket: # 710476 - Xfinity Data Cap](#)

**Date:** 12/15/2015 10:01:58 PM

**City/State/Zip:** Franklin, Tennessee 37067

**Company Complaining About:** Comcast

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## **Description**

Xfinity's data caps are a clear violation of the original agreement we signed with them. Despite having the ability to alter the language, they are in violation of net neutrality guidelines set forth by your office and the office of President Obama. Xfinity is an embarrassment and I will be moving to Google as soon as possible

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[Ticket: # 710478 - Comcast data caps](#)

**Date:** 12/15/2015 10:02:36 PM

**City/State/Zip:** Lighthouse Point, Florida 33064

**Company Complaining About:** Comcast

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## **Description**

I strongly object to Comcast's data cap policy. These caps are extortion, pure and simple.

There is no way that I can control the video ads and other content that is delivered to me when I visit websites, or watch videos on youtube.

Furthermore, there is no technical reason for these caps. They have plenty of bandwidth otherwise they wouldn't offer a no-cap option.

Please take action now and make these data caps illegal.

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**Ticket: # 710487 - Suddenlink Data Cap**

**Date:** 12/15/2015 10:04:36 PM

**City/State/Zip:** College Station, Texas 77840

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink is extorting its customers by enforcing data caps that hinder the reasonable usage of their internet connection. We make all efforts to prevent wasteful data usage, yet we have received numerous notices that we have gone over the data cap. In an age of Netflix and other digital downloads the cap that Suddenlink has placed is completely unreasonable. They claim that only a small percentage of customers go over this cap, yet they fail to provide any hard facts on how many customers actually go over the cap. Suddenlink advertises their fast internet speeds but only note the data cap in fine print as "generous" (see attached). I firmly believe Suddenlink is deceiving the residents of the Brazos Valley by covering up the true size of the data cap by using subjective terms and making their policy hard to locate. I urge the FCC to investigate Suddenlink's deceptive advertising practices and the amount of Suddenlink internet customers that are paying more than the advertised price because of this policy.

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**Ticket: # 710509 - Comcast data caps & throttling my VPN**

**Date:** 12/15/2015 10:11:23 PM

**City/State/Zip:** Clinton, Mississippi 39060

**Company Complaining About:** Comcast

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## **Description**

Comcast's 300 GB data cap is pure corporate greed. Their meters are inaccurate and they're lying out of their asses when they say very few people go over the data cap. My room mate and I have been studying for final exams since the first day of December, meaning we watch significantly less TV. Somehow, our data meter is STILL showing the same amount of usage.

Last month, my room mate received a text message at 9 AM telling her we had 27 GB left (reached 90% of data cap). 24 hours later, also at 9 AM, she got another text me saying we had 0 GB left (reached 100% of data cap). I remember that day because she was out of town and I was out with friends most of the day. How the █████ did we use 27 GB of data -- which is ALOT of data -- without being home? I have read that it is very common for Comcast to make up outrageously high numbers for their data meters, and I'm inclined to believe it since they just shafted us with this bullshit policy.

Even if the data meter was accurate -- which it is NOT -- the 300 GB data cap is still unfair. Comcast ditched their story about this being an infrastructure issue and is now trying to tell people this is about fairness. If that was true, people who only use 50% of their data cap should see a 50% reduction in their bill. Comcast does not offer this. They just want to suck every last cent out of their customers because they have a virtual monopoly.

300 GB is a pathetic amount of data. If you only read email and go on Facebook, it's enough. If you watch Youtube, Netflix, stream music, go to websites full of graphics, didn't install Adblock and get hit with countless pop up ads all the time, etc..basically normal internet behavior, then you're █████ed. Because that will eat through the 300 GB like it's nothing.

300 GB is already small today. It's going to be pathetic next decade, during the advent of 4k HDTVs and whatever else people are going to invent. 300 GB was an endless well of data LAST decade, and it's a thinly veiled: 1) cash grab & 2) desperate attempt to corner cord cutters into subscribing for cable.

█████ Comcast. Reclassify internet as a utility already and regulate the shit out of them.

Also, Comcast is violating net neutrality by throttling my VPN service. I'm absolutely sure about this because my VPN speeds don't drop when I'm using Starbucks or university wifi. Or Time Warner Cable back home. It's a drastic drop too....from 25 Mbps down to approximately 2 Mbps down. With those speeds, Gmail takes several seconds to load.

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[Ticket: # 710513 - ISP data caps](#)

**Date:** 12/15/2015 10:12:16 PM

**City/State/Zip:** Stillwater, Oklahoma 74074

**Company Complaining About:** Sudden Link

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## **Description**

It is a shame that Suddenlink bought into the data caps. There is no reason for this to occur. There are no alternatives to suddenlink in my town and they basically get away with whatever they please. It is a joke. ISP data caps should be illegal, it does nothing but rob the consumer. How far will telecom companies get away with this before someone steps up and stops them?

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[Ticket: # 710532 - Comcast data caps](#)

**Date:** 12/15/2015 10:18:00 PM

**City/State/Zip:** Carmichael, California 95608

**Company Complaining About:** Comcast

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## **Description**

I object to Comcast's new data caps. They want people to watch their TV programming and not Netflix or Hulu. My area doesn't have a good alternative to Comcast. The wires on the telephone poles should be regulated as a public utility. Comcast is too greedy to be trusted with this infrastructure.

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**Ticket: # 710519 - Comcast - Price Gouging**

**Date:** 12/15/2015 10:13:58 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is monopolizing/price gouging its customers and the FCC is the only institution that can help. On top of that, this is exactly one of the reasons we (the people) created you (the FCC). To protect us from the private industry in these exact situations. The FCC is, and has been, failing at its duty to us. Please act immediately to remedy this.

Comcast price gouges via strategies like data caps and overage fees. You need only look at thousands of complaints you've received from actual customers. Any internet research will yield the same. These strategies are unacceptable and pricing gouging, plain as day.

Comcast also monopolizes many areas, leaving customers with no alternatives for home internet service. I personally am one of these people, with Comcast being my only home internet option. Please support regulation against this. While I understand this issue is significantly affected by city/state policies, I ask that you do what you can.

Finally, please support an open internet/net neutrality. Freedom of speech is well understood to be essential to a democratic nation and the internet is the epitome of a mechanism for free speech.

Thank you for reading and your consideration.

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[Ticket: # 710577 - Comcast Internet Data Caps](#)

**Date:** 12/15/2015 10:30:42 PM

**City/State/Zip:** Tucson, Arizona 85704

**Company Complaining About:** Comcast

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## **Description**

I believe it is unethical for Comcast to put a data cap on my internet usage.

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[Ticket: # 710582 - Comcast data cap for home internet usage](#)

**Date:** 12/15/2015 10:31:32 PM

**City/State/Zip:** Tucson, Arizona 85750

**Company Complaining About:** Comcast

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## **Description**

Comcast has chosen my city (Tucson, A.Z.) as a "test city" for the 300gigabyte data cap with claims that "most households will not come near the data cap". We have already "exceeded" the limit once, without any sort of heavy internet usage. We stream netfix when not watching cable, and we are not gamers or use our internet for downloading large files.

In Tucson, Comcast and Cox have divided the city so if you have access to one provider, you do not for the other. Where I live, My only provider is comcast, as where my best friend lives a 1/4 mile away, and can only have Cox. Neither provider will go on eachother "turf", thus forcing us to use one or not have any access to cable internet.

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**Ticket: # 710608 - Comcast Data Cap**

**Date:** 12/15/2015 10:44:40 PM

**City/State/Zip:** Bryant, Arkansas 72022

**Company Complaining About:** Comcast

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**Description**

On Dec. 1, Comcast implemented a data cap of 300GB per month on my previously unlimited service. This has forced me to cancel my SlingTV subscription as I cannot abide under the data cap with that service. I have the choice of either paying Comcast for TV now, or paying a \$35 per month ransom to receive the same unlimited service I have had for years with Comcast.

My service routinely speed tests at 86Mbps. If I were to actually use this service at the full speed offered, I could use up my entire monthly allocation in just 7.75 hours.

This is a blatant anti-competitive stab at those customers that are "cutting the cord" and un-subscribing from their TV service. Comcast is launching their own streaming TV service that does not count against the data cap. This is a blatant anti-trust move, and Comcast should be punished to the fullest extent of the law. They are holding back the technological progress of this nation in order to increase their profits.

My only other Internet option is 3Mbps AT&T DSL, which is a joke for 2015. Please put an end to Comcast's reign of tyranny!

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**Ticket: # 710648 - Comcast Data Caps**

**Date:** 12/15/2015 11:07:01 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

I do not believe data caps are right. Many games, for example, are purchased online and only available as downloadable content. Today's games are very large, often exceeding my 300GB data cap.

Therefore, in purchasing one game, I can exceed the cap for the entire month, having to pay additional fines, without ever using my internet connection for anything else.

It does not cost Comcast more to provide me with more internet. This is a scam and headed in a dangerous direction where the people's access to the internet becomes severely censored.

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**Ticket: # 710628 - Comcast Data Caps****Date:** 12/15/2015 10:54:54 PM**City/State/Zip:** Tumwater, Washington 98512**Company Complaining About:** Comcast

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**Description**

I personally use Comcast Internet, and i am also an avid internet user/gamer. By myself, i can easily reach 300gb per month if Comcast were to impose Data Caps in my area. This does not end well if Comcast is allowed to impose data caps just to recoup more money from my pocket. The hilarious part is that you can pay an additional "Fee" to get unlimited again, which is just the companies way of pumping more money out of peoples pocket. Comcast has always been known for terrible customer service, and business practices, and i feel if this type of practice is allowed to continue by the FCC, then there will be even less rights of people, who already have no choices or leverage when it comes to competitors. Comcast owns the High speed internet market, and they know it, so they are trying to squeeze as much money from us as possible. I have also heard of Comcast attempting to create a streaming service similar to Netflix, while not counting the data towards a users cap. But yet they would count Netflix's data use. this is clearly an attempt to further their financial gain, while having major consequences to the consumers. I currently do not live in an area that imposes data caps, and i hope i never do. Comcast should not be allowed to impose unrealistic data caps on consumers, especially nowadays when everybody uses high speed internet. I honestly wish i was able to get Google Fiber, because i would instantly swap to their services. Comcast is a parasite in the High speed internet world, and should not be allowed to continue this practice, or else ultimately the consumer will pay the price.

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**Ticket: # 710654 - Comcast Datacaps****Date:** 12/15/2015 11:08:17 PM**City/State/Zip:** North Charleston, South Carolina 29405**Company Complaining About:** Comcast

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**Description**

I've been a loyal customer of Comcast for over 5 years and at the beginning of this year (2015) they started putting a data cap on internet usage in my city. Every month since this was implemented I have gone over the data cap even with changes in lifestyle to try to accommodate the data cap. My wife and I would regularly stream shows/movies on Netflix instead of watching traditional television programming (of which we do not have with Comcast) and for the first 3 months of the "new plan" we were put on we would exceed our allotted amount. To compensate we started watching less Netflix and started limiting our use of the internet but to no avail as with each passing month our overage charges continued to go up and up. I am provided no way to tell where my internet usage is being consumed the most or even how its being calculated. I'm given a very vague usage meter that just states whether or not I've gone over my allotted amount. Every month I am being charged for additional usage that doesn't add up to what the "usage meter" is telling me I am using. As of last month (Nov-Dec) I was charged 70 for an additional 350GB on top of my 300GB monthly allowance but my usage meter for that time period states I am using 485GB I am being charged for an additional 165GB I being told I haven't used. I have no other alternatives in my area as Comcast is the sole provider for internet service and I'm fed up with being price gouged for simply wanting to watch my entertainment over the net instead of traditional cable.

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**Ticket: # 710656 - Data Usage Caps Excessively Low****Date:** 12/15/2015 11:08:36 PM**City/State/Zip:** Poland, Ohio 44514**Company Complaining About:** Armstrong

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**Description**

My ISP, Armstrong Cable, has caps that are excessively low, even compared to other ISPs around the country. At a measly 200gb, I can hit that cap by watching Netflix for about an hour or two a each day, and I can't even think about downloading a game or two, or some windows updates, without going over that cap. To add insult to injury, they increase the data cap for you if you also pay for their TV and phone services, making it more expensive for someone like myself who doesn't watch frequently enough to pay for the service, but would rather stream from Netflix and Hulu instead. If the data caps were at a more reasonable level, say around 500gb, or they had an optional unlimited plan, I wouldn't have any complaint to make, but at 200gb, the cap is plain unreasonable. I also forgot to mention, that when you hit a threshold of 80% of your data cap, then again at 95% and above 100%, they redirect your browser to a page warning you about approaching your limit, and requires you to restart your browser to clear it, which can be very disruptive when you're doing something like making an online purchase.

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**Ticket: # 710826 - Comcast Data Cap Concerns**

**Date:** 12/16/2015 12:59:26 AM

**City/State/Zip:** Santa Clara, California 94087

**Company Complaining About:** Comcast

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## **Description**

I'm concerned about a sudden change in my comcast account. Recently a box appeared on my billing account page informing me of my internet usage and a cap. This box also thankfully informing me that enforcing the cap was currently suspended. On the 10th of the month, the meter showed that I had used 124 GB of data. When I clicked on more information, all that I received was a page with a larger bar showing that I was at 124 GB of usage.

Recently I purchased a new home router, one of it's advertised features is the ability to easily track data used by each user on the network. Combined between the two PCs, two laptops, tablets, and phones on the network, the router only measured a total of 78 GB of data used since the start of the month. I understand that there will be a difference between the values measured by two different sources, however Comcast is claiming almost a 40% increase than I measure.

This worries me because there's no way for me to see where the data is being used. Comcast is simply presenting me with a number with no way for me to verify if this number is correct. I prefer to watch video and view news stories from a variety of sites around the internet, including but not limited NBC. Does Comcast charge me more or less data usage for viewing NBC content? What if I use a directly competing service such as FOX? As it stands now I can not tell. As an internet provider I was under the assumption that Comcast was not allowed to prioritize traffic for one site compared to another, this seems like a great way to get around that hurdle to promote their own content.

Many sites have video adds on them that begin playing without my approval. I use an add blocking program but still have this issue. Will I be charged against my data cap for these adds? As it stands now there's no way for me to know.

When I contacted Comcast customer service about this I was bounced around for around two hours. Each representative was unable to explain to me why suddenly I was being subjected to a data cap. When I brought up that other services in the area offered similar connection speeds for comparable prices, I was transferred. When I brought up that I was seeing a vastly different number for data usage than Comcast reported, I was transferred. When I asked how this would improve my service, I was transferred. Eventually I was offered an increase in service bandwidth, when I brought up my concerns for how increase in speed would simply cause me to consume media in a higher definition, thus causing me to use even more data, I was transferred again. Finally a customer retention manager told me not to worry about this cap because it was "Currently not being enforced in my area." then terminated the call.

Nowhere in that call was anyone, even at the manage level, able to explain to me why this program suddenly came into existence or address any of my concerns.

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**Ticket: # 710671 - Comcast Data Caps**

**Date:** 12/15/2015 11:20:42 PM

**City/State/Zip:** Havelock, North Carolina 28532

**Company Complaining About:** Comcast

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## **Description**

I object to this new policy of forcing customers to pay more for exceeding a superficial data cap set by this greedy corporation. Even moderate Internet users will exceed this limit, this is not right. There is no way that Comcast can justify this as being fair or right: it's price gouging, pure and simple. There is no network congestion or legitimate technical reasoning for this price increase. Consumers need protection from this monopolistic company, and they need it from the government in form of converting Internet to a regulated utility.

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**Ticket: # 710709 - Comcast Data Caps**

**Date:** 12/15/2015 11:37:51 PM

**City/State/Zip:** Lowell, Massachusetts 01851

**Company Complaining About:** Comcast

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## **Description**

I do not currently live in an area where Comcast has rolled out data caps, however when/if they do, I will be forced to accept them, as there are 0 alternatives in my area that offer acceptable speeds (Which is a separate complaint altogether).

These data caps are being monitored by Comcast, using Comcast's algorithms, with no transparency around how they reach usage numbers.

They are also unfair competition to companies like Netflix and Hulu, when those two companies count against your data cap, but Comcast's streaming service does not.

Lastly, and most importantly, they shouldn't be allowed to exist at all. The internet and access to it is a basic human right, and even if you don't believe that you have to admit that it's at the very least a requirement for living in today's society. You wouldn't allow a cap on heat usage, or free speech, or 911 calls, or water usage (unless a severe water shortage took place). So why is this need allowed to be capped for absolutely no reason.

To summarize, please don't allow data caps, there no reason they should exist. They're anti-consumer, anti-business, and anti-America.

P.S. If you could remove mobile and cellular data caps as well, that would be awesome for all the same reasons.

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[Ticket: # 710704 - Comcast Data Cap Policy](#)

**Date:** 12/15/2015 11:33:38 PM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

Comcast limits free internet usage to 300 GB per month and charges \$10 per each 50 GB over the limit. The only form of usage tracking they offer is referred to as the "usage meter", which reports only a single number. This tracker provides no detailed information and Comcast does nothing to prove the validity and accuracy of this "usage".

It is unfair to the customer that Comcast is allowed to enforce such data caps without providing any detailed usage statistics. There is significant motivation for Comcast to inflate monthly usage figures and there is little to no way a Comcast customer could dispute inflated charges.

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[Ticket: # 710754 - Internet Data Cap](#)

**Date:** 12/16/2015 12:04:05 AM

**City/State/Zip:** Houston, Texas 77015

**Company Complaining About:** Comcast

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## **Description**

It is absurd that a Comcast is charging a Data Cap for their internet customers. This is an obvious abuse of their customers since there is no other real alternative to most customers. It is being done on something that should be considered a utility due to it's need in our daily lives.

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**Ticket: # 710815 - data limits**

**Date:** 12/16/2015 12:50:40 AM

**City/State/Zip:** Joplin, Missouri 64804

**Company Complaining About:** Cable One

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## **Description**

Cable One has began to implement data caps on their product. If they didn't already have a virtual monopoly on internet in the area I would switch but they do. As a result they are limiting the way that I use the internet. Making things like video far more costly than other types of internet.

This type of cap is a giant step backwards for information in the USA and it should not be allowed to continue. If allowed it will have a huge impact on the way that people use and innovate on the internet and be especially hard on the poor who most need access to this type of product.

The argument that this is to help with data congestion is an absurd one. In addition to the internet not being a finite resource I use the internet primarily on off hours, working at night when few others are using it. It isn't about congestion or anything of the sort, it's a way to charge even more and their prices are already high because of the lack of competition.

The best solution is of course competition, but that does not seem possible so make it clear to Cable One and other companies that this isn't acceptable because limiting the internet like this will have a very negative effect and is a huge step in the wrong direction.

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**Ticket: # 710830 - data caps**

**Date:** 12/16/2015 1:01:14 AM

**City/State/Zip:** Kuna, Idaho 83634

**Company Complaining About:** Cable One

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## **Description**

In the age on the emerging Internet boom, having restrictive and costly data caps (\$55 for 300gb, \$80 for 400gb and \$105 for 500gb) and being FORCED to upgrade should you go over your cap 3x in 12 months into a costlier service is terrible customer service. The caps are too low. Unable to stream tv shows and movies, download games and play online, etc. Constantly having to monitor usage for fear of going over data cap.

I have complained and been vocal on Cableone Facebook page and have been banned from their site for voicing my opinions and facts. I place this complaint with fear the Cableone will retaliate against me on my service. I don't want to lose my service, but, I feel that the data caps are arbitrary and excessively low.

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**Ticket: # 710817 - Comcast Data Caps**

**Date:** 12/16/2015 12:52:11 AM

**City/State/Zip:** Palo Alto, California 94301

**Company Complaining About:** Comcast

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## **Description**

I find the implementation of this 300GB Data Cap by Comcast ridiculous. They can offer no reason as to why they are creating this cap, which makes it clear that they are doing this for purely unnecessary financial reasons. My job requires me to work from home 99% of the time and I could easily use 1GB of data during the day, which increases regularly to 5GB. That's not taking into account my personal E-mail, mobile device use, and entertainment data. It's not like they have a non-renewable resource, they basically are the gatekeepers and infrastructure maintainers (which they also do a bad job of) for the internet. The only reason they believe they can do this is because they have an oligarchy (and sometimes monopoly) over internet service. The only organization that can keep them in check is the FCC. Please be the voice of the people and keep Comcast from being able to employ these horrid business tactics.

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**Ticket: # 710821 - Comcast Data Cap anti-competitive**

**Date:** 12/16/2015 12:54:29 AM

**City/State/Zip:** Dallas, Georgia 30157

**Company Complaining About:** Comcast

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## **Description**

I don't believe Comcast's 300 GB data cap is fair or reasonable. I pay for Blast internet plan with a family of 4, we are hovering around or crossing the cap every month. Comcast is selling a product that I pay for per month, but at the maximum bandwidth I would use up my allotted data in less than a day.

In addition, I don't trust the metering system. For example on December 8th 2015 I was notified of an overage and charged for an extra 50 gigs. I then disabled as much of the connected items I have (Roku, Smart Tv, iCloud backups) and then checked back on December 15th to find that my overage is over 559 GB of total data. That's an extra \$60 over my already \$195 bundled service and I'm only halfway thru my billing cycle. On top of this I was only notified of this when I had already reached 95%, there no way to avoid the overage since the data meter that comcast provides is 24 hours behind and already on day 8 of my billing period!

What's even MORE unnerving is that they round up at every 50 GB increments, so if the month ended today, I'll be billed for 600GB (300GB + 300GB of overage) but I only used 559GB, they cheat me out of the 41 GB of data that is not used. No rollover of the overage data that they billed me? This is anti-consumer. With the internet of things speeding ahead this 300GB will be blown thru in a matter of days and not a month. They should be forced to add the 41GB to my next billing cycle and applied it to any possible overage the next month.

This data cap is also anti-competitive because they give people an incentive to stick with Comcast's cable bundles for their TV fix instead of using Netflix, Hulu and Sling TV and risking getting hit with fees for going over their monthly caps. A way around this could be to NOT DATA CAP bundled customers. ONLY CAP single service customers (ie comcast customers that only subscribe to comcast internet). I WILL NOT continue to pay \$195 for a three service bundle (Phone/Internet/TV) when I only watch 4 channels, and then on top of this be hit with \$20/\$40/\$60 data overages. I only have on other service option, and the data cap there is 250GB. Customers are being taken advantage of with soaring costs which most times can be avoided.

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**Ticket: # 710842 - Shentel Data Caps**

**Date:** 12/16/2015 1:13:47 AM

**City/State/Zip:** Christiansburg, Virginia 24073

**Company Complaining About:** Shentel

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## **Description**

I believe it is unfair for the only cable company in my area to impose a cap on how much internet I use. If I exceed 300 gigabytes in a month, I will be charged \$10 for each additional gigabytes. Moreover, Shentel does not provide me a way to view what has used my internet. I have multiple regular internet users in my home and this will be the third month out of four in this new home that we will have exceeded our cap. Please prohibit the imposition of data caps on cable internet users when there is no clear benefit to the company other than profit. Thank you for your time.

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**Ticket: # 710848 - Internet Data Caps**

**Date:** 12/16/2015 1:16:57 AM

**City/State/Zip:** San Francisco, Alabama 20850

**Company Complaining About:** Comcast

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## **Description**

It is unacceptable given the monopoly many ISPs have in different areas that a data cap would be an option. This is a sure fire way to ruin our competitive advantage in technology for the greed of a few nasty businessmen.

The US should own its internet as a priority for the benefit of all and not allow it to be divied for only the privileged few.

I am not providing my address out of concern that I will be dealt with punitively by the company I am complaining about given their history. It would be as foolish as testifying against the mob and then having the police give them your home address to discuss your complaint.

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**Ticket: # 710870 - Buckeye CableSystem Data Cap**

**Date:** 12/16/2015 1:30:21 AM

**City/State/Zip:** Temperance, Michigan 48182

**Company Complaining About:** Buckeye Cablesystem

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### **Description**

every month i hit my data cap with Buckeye Cablesystem, which is only 250GB a month. this is totally unacceptable as its just the cable company getting more money for a service i already pay for.

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[Ticket: # 710877 - Comcast Data Caps](#)

**Date:** 12/16/2015 1:39:09 AM

**City/State/Zip:** Kendall Park, New Jersey 08824

**Company Complaining About:** Comcast

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## **Description**

Comcast should not enforce data caps on its customers while excluding its own services from that data cap. They happen to claim it's not a cap because they'll just keep charging you if you go over. This should not be allowed to happen given the fact that this is not done because of technical limitations, but rather a business decision.

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[Ticket: # 710883 - Comcast data caps](#)

**Date:** 12/16/2015 1:51:19 AM

**City/State/Zip:** Redwood City, California 94062

**Company Complaining About:** Comcast

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## **Description**

Comcast says their data caps ont impact "the average user." Well, the average user is evolving. Streaming TV over the internet is the new reality, and the "average" American who watches a few hours of TV a day simply cannot do that without hitting Comcast's data caps. Let's be clear: Comcast's strategy is anticompetitive, anti-choice, and prevents all of us from utilizing the Internet to its full potential. It's also a blatant end run around the principles of net neutrality by coercing consumers into buying Comcast-sourced content (which doesnt count toward data caps) over independently sourced content. Please ban data caps. If a cable provider has a legitimate bandwidth shortage (which Comcast has admitted it does not have) then temporary and proportionate throttling of all customers is the right answer, not data caps.

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**Ticket: # 726236 - Comcast Data Thresholds**

**Date:** 12/28/2015 8:23:02 AM

**City/State/Zip:** Wilton Manors, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

I would like to report potential antitrust violations by Comcast in certain local cable markets where they have a monopoly or near monopoly on high-speed Internet services.

In my area (Broward County, Florida) Comcast has recently implemented "tiered billing" for its Internet service. Notwithstanding the fact that this violates the two-year contract I have with Comcast (subject to an ongoing FCC complaint), the details of this plan are (quoting Comcast's email to me):

- 1) Starting October 1, 2015, your monthly data plan will include 300 GB. We will also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$30 per month in addition to your monthly Internet service fee.
- 2) While we believe that 300 GB is more than enough to meet your Internet usage needs, if for any reason you exceed the 300 GB included in your plan in a month, we will automatically add blocks of 50 GB to your account for an additional fee of \$10 each.
- 3) If you don't want a 300 GB data plan, the new Unlimited Data option is an alternative that provides additional choice and flexibility, especially for customers who use lots of data. You can choose to enroll in the Unlimited Data option at any time for an additional fee of \$30 a month, regardless of how much data you use.

Now then, this fee will obviously apply to Comcast customers who stream videos, and most likely 4k videos on services such as Netflix, Hulu, and any number of other nascent video streaming services. These services compete directly with Comcast's cable television service, but the thresholds only apply to Comcast's competitors, not to Comcast's cable television service even though they use the same infrastructure. The only services that are affected are Comcast's direct competitors.

Therefore, if I were to use Netflix and exceed this monthly threshold, I would be charged an additional fee, which could be significant. However, if I use Comcast's competing XFINITY on Demand service, I will not be charged this fee.

Clearly this is restraint of trade and a violation of the Open Internet, and it affects all of Comcast's Internet customers who use streaming video services that compete directly with its cable television service.

Moreover, apparently Comcast is only "trialing" these services in areas where it has a near monopoly on high-speed Internet services, a clear abuse of a dominant position. In my area, the only other Internet service provider is ATT U-Verse, whose maximum speed is 45 Mbps which is insufficient to stream high definition channels reliably when using the Internet or phone service simultaneously. My Comcast service is 90 Mbps and even still it is not always possible to watch an HD film while someone is talking on the phone at the same time. In addition many services (such as TiVo, which I

have) are not compatible with U-Verse, and U-Verse, using DSL technology, is not as reliable as coaxial cable. Eventually AT&T may bring their "GigaPower" service to this part of Broward County, but as of yet they have not.

Satellite Internet services also operate over DSL, and their maximum speeds are 12 Mbps and so are useless for streaming, notwithstanding the fact that here in Florida the service is abysmal because it rains a lot.

Thus we have a situation where there are only 2 ISP's, one of whose services are not reliable and do not have the capacity for streaming HD content, and the other of which is Comcast. And once you've made an investment in equipment compatible with Comcast (modem, TiVo, etc.) it is not compatible with AT&T & would require significant investments in new technology to switch.

Because of this market power and technology lock, Comcast is in a position to price its competitors out of business by raising the cost to use the Internet to access their products (Netflix, for example), but not raising the cost to access Comcast's competing products (XFINITY on Demand, for example). Thus my current \$12.99 a month subscription to Netflix would instantly jump to \$42.99 a month under Comcast's new "plan" (violative of my contract with them in any case, as I mentioned) WHICH IS AN INCREASE OF 303%, whereas XFINITY on Demand - Comcast's competing product - would remain part of my regular cable television service, the price of which would not change.

This is clearly a restraint of trade and a violation of the Open Internet and an abuse of a dominant market position; it is akin to a situation in which, say, McDonald's controls the local hamburger meat market and decides to charge Burger King more for hamburger meat than its own McDonald's stores, to drive Burger King out of the market: Comcast has and is using its ability to raise the price of its competitors' products to drive them out of business, without raising its own prices.

The only one benefiting from this conduct is Comcast; all other players lose out, including:

- 1) People who wish to use services competing with Comcast's while keeping Comcast's television services, who see the price of competing services increase 300% whereas Comcast's remain the same;
- 2) "Cord cutters," who wish only to use services competing with Comcast's (Netflix, Hulu, etc.) but need their Internet infrastructure;
- 3) Online gamers who need the Internet infrastructure;
- 4) People who have invested in technology (for example, TiVo) which only operates on cable networks and not on DSL networks, which would have to be replaced to switch carriers;
- 5) Companies competing with Comcast (Netflix, Hulu, etc.) who see the price of their services instantly increased by 300% or more.

This exact same principle would be applicable to the Voice Over Internet (VoIP) market, where Comcast would start charging for data used by Vonage, Ooma, Magic Jack, and other independent VoIP services in addition to the charges for those services, while exempting its own VoIP services from these data caps.

According to information on the Internet, Comcast is only implementing these "test pricing" models in areas where it has a monopoly or near-monopoly on the ISP market, such as where I live.

Other than by dropping this new "policy" or divesting itself of its delivery infrastructure, the only way Comcast can avoid these violations of antitrust law is by including its own products and services - which use the same infrastructure - as part of the data caps they are implementing. That would put on an equal footing with their competitors, but it would likely drive the cost of their services so high that no one would use them.

I urge you to investigate this practice and its effect on the relevant market, which would be the television / internet, VoIP market: the entire market which uses Comcast's Internet infrastructure, as Comcast's television, Internet, and VoIP services use the same infrastructure that their competitors do, but they exclude their own services from the data caps.

That means that Comcast has the ability to price all of its competitors out of the market because it controls the infrastructure, but exempts its own services from the data caps. The fact that Netflix and Hulu are delivered via the Internet and Comcast delivers its own services through a set-top box is immaterial: both services use the same cables and services and, in fact, Comcast could well deliver its service via the Internet but it chooses not to because it can then charge extra for the unnecessary set-top boxes.

I hope you will open an investigation into this promptly, as the stakes are serious for users and competitors of Comcast's services.

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[Ticket: # 710907 - Bandwidth Data Caps](#)

**Date:** 12/16/2015 2:37:57 AM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Comcast

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## **Description**

There is no reason or benefit for placing data caps on the consumer's bandwidth. Network congestion has been shown not to be a factor, and all signs point to data caps being solely for more financial gain at the great expense of the consumer. Even if there are some who have yet to reach their caps, data usage over time increases at an exponential rate. This is not right, this is a violation of net neutrality and this should be made illegal.

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**Ticket: # 710922 - Comcast is out of control!**

**Date:** 12/16/2015 3:11:06 AM

**City/State/Zip:** Miami, Florida 33182

**Company Complaining About:** Comcast

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## **Description**

A 300 GB cap on our home internet service is absurd. This company loves to just sucker punch its customers. They never give any warnings about anything. Extra charges, temporary dismissal of service, switching my plan, speed throttling, and now a data cap. They don't even have the decency of calling us with the info. Whats more is the bumbling idiots I have to deal with on the customer service line. The internet has become something of a basic human right. Comcast is taking complete advantage of me and other customers. Please do something! We have no way of defending ourselves from this monopoly. There is 5 people living at my house and we are all taking heavy blows from this attack. We shouldn't have to fear internet use! Again I plead to you, please please please, do something!

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**Ticket: # 710937 - Please help these helpless Comcast customers!**

**Date:** 12/16/2015 3:30:42 AM

**City/State/Zip:** Cazenovia, New York 13035

**Company Complaining About:** Comcast

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## **Description**

I'm not a Comcast subscriber myself (thank god...), but I sympathize with everyone of their subscribers who are being cheating out of their hard earned money for going over data caps that should be illegal to implement in the first place! How does 300GB's of data a month even come close to being enough for today's internet usage?!? Simply streaming anything in 4K will already use up a significant portion of that cap, let alone downloading a single 60GB+ game! I know you can see how bad this is for the end users, and how Comcast is sucking everyone dry! That company seriously needs some regulation on how they conduct their business, or at best the government needs to break up there monopoly. It seems our only hope is Google Fiber if/when they make it to more areas.

Lastly this entire situation with the state of our ISP's in this country is pathetic. We seriously need to take a hint from other countries around the world that have far better internet service both in terms of speed, price, and availability.

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[Ticket: # 710950 - Comcast data cap](#)

**Date:** 12/16/2015 4:50:21 AM

**City/State/Zip:** Union City, California 94587

**Company Complaining About:** Comcast

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## **Description**

I have no tv service in my home. My family and I rely upon Netflix among other streaming services to watch television. I'm also a gamer, and a single game downloaded on Steam, PS3, or Xbox 360 can be upwards of 40gb. This idea of putting a cap on someones internet is preposterous especially when its already been shown that Comcast is not hurting for bandwidth. This is a clear cut case of corporate greed, and trying to justify it by using terms like "You use electricity, you pay more." This isn't the days of AOL where I pay per the minute. Something needs to be done, and in my opinion data caps need to be amended to the Net Neutrality laws.

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[Ticket: # 710952 - Data cap](#)

**Date:** 12/16/2015 4:57:55 AM

**City/State/Zip:** Satsuma, Alabama 36572

**Company Complaining About:** Comcast

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## **Description**

Comcast is now rolling out the data cap program to more areas. The big exception is in areas with true competition. For sure if Google is in an area the speeds offered are much higher and no data cap. Please find some way to clear the way for true competition or Comcast will continue to gouge customers in regulated where they are the clear monopoly.

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[Ticket: # 710954 - Comcast data caps](#)

**Date:** 12/16/2015 4:58:27 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast should be investigated for price gouging and violating net neutrality. They also should not be allowed to charge more by data capping service especially when they aren't reliable in anything they do which will lead to made up charges consumers have no way of verifying.

Grow some balls. Do something you old bags of wind. You have no reason to ignore consumers interest here.

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[Ticket: # 710961 - Comcast- Data Cap](#)

**Date:** 12/16/2015 5:06:56 AM

**City/State/Zip:** Miami, Florida 33133

**Company Complaining About:** Comcast

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### **Description**

Comcast's new data cap limit applying charges/premiums for data usage without notice or warning.

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[Ticket: # 710970 - Comcast Data Caps](#)

**Date:** 12/16/2015 6:05:29 AM

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

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer currently. I have been hearing a lot of talk about data caps being implemented by Comcast. I am not currently forced into a plan with data caps, but I wanted to voice my concern over this unethical business practice. Please, if there is anything that can be done on the government side, end this practice before it gets out of hand.

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[Ticket: # 710987 - comcast data cap](#)

**Date:** 12/16/2015 7:44:30 AM

**City/State/Zip:** Key West, Florida 33040-6830

**Company Complaining About:** Comcast

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## **Description**

The recent addition of a DATA CAP for internet service from comcast has been "rigged" to pad the amount of internet usage, thereby charging a customer extra when the monthly data usage exceeds 300GB. Most days I am not home until early evening, from 12:01am to 6pm - 18 hours, with a BRIEF morning check of email lasting between 15 and 30 minutes. There is NO internet usage overnight and during the day - everything that uses the internet is shut down - except for the maximum of 30 minutes for an email check in the morning. My primary laptop is a Toshiba Chromebook 2. Yet, when I get home at about 6pm, I check the comcast usage meter, and invariably, the internet usage from 12:01am to 6pm records as anywhere between 10GB and 15GB, and usually on the higher side. comcast has found a way to CHEAT this customer on the recording of data usage. Hundreds of comcast customers in Key West have been swindled by comcast since it imposed the data cap and the FCC should take action to force comcast to eliminate comcast data caps, investigate the padding of internet usage, issue refunds to customers who have been deceptively overcharged, and FINED for its dishonest business practices.

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**Ticket: # 711018 - Comcast Data Cap**

**Date:** 12/16/2015 9:07:54 AM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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### **Description**

The Comcast data cap is leverage of a localized monopoly against which the consumer has no defense. In addition, the cap only allows approximately \*7 hours\* of peak usage per month. I am charged a monthly bill for a reason; I agreed to pay for service during the month. Further, the measurement of usage is inaccurate. There needs to be a stop put to this!

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[Ticket: # 711027 - Data cap](#)

**Date:** 12/16/2015 9:13:07 AM

**City/State/Zip:** Loganville, Georgia 30052

**Company Complaining About:** Comcast

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## **Description**

Using no more data than before and cutting all streaming, my family still manages to go over this data cap. There is no way to determine how this data usage is being determined, and it is to easy to defraud me, the customer.

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**Ticket: # 711071 - Comcast Data Caps**

**Date:** 12/16/2015 10:02:03 AM

**City/State/Zip:** Denver, Colorado 80202

**Company Complaining About:** Comcast

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## **Description**

Comcast has started rolling out data caps across various markets in the U.S. Internal Comcast documents leaked on the internet have shown that these data caps are simply an effort to steal additional money from consumers.

The data caps have been set at a number that penalizes customers that primarily use the internet for streaming video services such as netflix, hulu, or other video providers. Comcast set the caps knowing that users using these services will go over the data caps because they do not want to lose subscribers to their own video services ie cable television or their new video over IP service.

Comcast's own video over IP service does not count against the customer's data cap. This clearly shows that providing service over the network is not a congestion issue but merely a business issue to raise additional revenue for Comcast.

Many people have little to no choice as to which provider services their area for internet service. This lack of competition is allowing the internet providers to charge whatever they want for service. The government needs to regulate Comcast and other providers more to help protect consumers.

Data caps need to be eliminated so that consumers have the choice to use the service any way they see fit.

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[Ticket: # 711110 - Comcast Data Caps - Price Gouging](#)

**Date:** 12/16/2015 10:29:27 AM

**City/State/Zip:** North Augusta, South Carolina 29841

**Company Complaining About:** Comcast

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### **Description**

I live in North Augusta, SC where Comcast has a monopoly in high speed Internet. Comcast imposed a data cap above which I have to pay additional monies for Internet usage. I have no choice but to pay- in fact, their monopolistic practices are purely and simply price gouging.

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**Ticket: # 711111 - Complaint about Data Caps****Date:** 12/16/2015 10:30:59 AM**City/State/Zip:** Humble, Texas 77396**Company Complaining About:** Comcast

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**Description**

I am very concerned with the new data caps Comcast is rolling out across the US. Fortunately the data cap is currently suspended where I live but I know it won't be long until they enforce it here. The 250 gb cap is absurdly small for the Internet activities that are common now and there is no technical reason why they are doing this, they have stated that network congestion is not an issue. Comcast compares the caps to those of wireless carriers, however the difference there is that wireless bandwidth is significantly more limited and there will be issues if there are no data allotments. My household doesn't have cable TV, however most of our video is streamed locally. Somehow we still go over the data cap ever month. Looking back, we have actually exceeded the data cap every month since we started service with them. Please intervene and help consumers here, I am in a fairly rare situation where I have another Internet provider option, however many people are not. Internet is a basic need these days and Comcast is significantly limiting the use of it solely for financial profit. The Internet isn't really open if there are unrealistic caps in place limiting how much it can be used. We appreciate you looking out for us.

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**Ticket: # 711114 - COMcast Unfair practices and lies**

**Date:** 12/16/2015 10:33:02 AM

**City/State/Zip:** Saco, Maine 04072

**Company Complaining About:** Comcast

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## **Description**

COMcast has recently implemented a data cap. I work in the technology field for the government and I'm keenly aware of things such as data usage. I see a MAJOR issue with how this works. Mainly, there is no actual way to verify how much data is being used. On top of that, on several occasions, I have seen Comcast report a MUCH higher data usage than what was actually used.

As a comparison, lets say that you have a water meter attached to a hose. That meter shows that you used 10 gallons of water. You look, and see that you indeed filled up a 10 gallon bucket. Looks good. But then you get your bill and it says that you used 15 gallons and owe more money.

Now, you have proof that you used only 10 gallons, but there's nothing you can do about it. They can't verify their claims, and they refuse to acknowledge yours. There's not even a way to dispute it. You are simply charged for the "excess usage" and there's nothing that can be done about it.

Now add this to the fact that there is quite literally zero competition in most areas and what can you do? In this day and age, the internet is a utility that is essential. Nearly everything you do requires some sort of connection. Even applying for a job with the federal government requires you to visit their USA Jobs website.

Banking, paying bills, applying for jobs, searching for jobs, getting a car or home loan, college courses, etc. They all use the internet. If there is no competition, then what is to stop the only company in town from punishing people with excess pricing? Absolutely nothing.

Right now, many people have canceled cable and kept internet only accounts with Comcast. This is because of the excess pricing for cable television. Instead, they went to the competition, which is a service such as Netflix or Hulu. Comcast recognizes the fact that these companies are competition for television, so they add a fake "data cap." That way, if you watch Netflix or Hulu instead of paying for cable tv, you go over this "cap" and get punished for using the competition.

Futhermore, they are even using their own streaming television service that doesn't count against the cap. So if you keep cable and use their service, you don't get punished. If you use the competition, you get punished. This is against net neutrality laws!

Please do something about the large cable momopolies in this country. We are the greatest country in the world, yet we rank WAY down the list on broadband and internet. Even countries like Romainia have better, faster service than us (and for a lot less money.)

Please stop Comcast and help the general public.

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[Ticket: # 711155 - Comcast data caps](#)

**Date:** 12/16/2015 10:41:18 AM

**City/State/Zip:** Atlanta, Georgia 30316

**Company Complaining About:** Comcast

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## **Description**

Comcast is forcing users to buy high priced cable packages and uses data caps to prevent customers from viewing media online instead of buying their high priced cable packages. Data caps are bad for competition. We generally only have one ISP in any geographically and we are forced to lived by their primitive-strongarming business practices

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**Ticket: # 711214 - Comcast data caps**

**Date:** 12/16/2015 11:10:45 AM

**City/State/Zip:** Minneapolis, Minnesota 55405

**Company Complaining About:** Comcast

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## **Description**

I object to this new policy of forcing customers to pay more for exceeding pre-established data caps by this greedy corporation. The caps will be exceeded even by moderate users of the internet due to forced video ads on pretty much every single web page that one loads into a browser. This is not right. These cable companies are already charging us too much for internet service. Now Comcast wants to charge us a \$30 a month fee to prevent them from charging us even more fees. This is a rip off. The government needs to do something to stop this practice of capping. If they are going to meter our internet usage like an electric power company then we should be charged only for data that we call up. This means a ban on all forced internet advertising. PLEASE do something. We have no one to protect us!

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[Ticket: # 711218 - Comcast Data Caps](#)

**Date:** 12/16/2015 11:11:28 AM

**City/State/Zip:** Atlanta, Georgia 30311

**Company Complaining About:** Comcast

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## **Description**

Comcast shouldn't have a data cap & charge for additional usage. There isn't a data cap on monthly cable usage which people are being overcharged in my opinion. I also question the validity of their meter usage as it is not verifiable & doesn't sync up with external tracking methods. As data becomes a bigger part of our lives, data caps will stifle consumers internet usage.

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[Ticket: # 711231 - Data Caps](#)

**Date:** 12/16/2015 11:17:07 AM

**City/State/Zip:** Omaha, Nebraska 68131

**Company Complaining About:** Cox

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## **Description**

Cox Communications places a data cap on customers accounts. Being that bits are not a limited resource, placing a data cap on accounts is an unacceptable practice that serves no purpose other than to force customers to the archaic cable television business model.

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**Ticket: # 711245 - Comcast Internet Usage Meter is inaccurate. Data Caps unfair**

**Date:** 12/16/2015 11:20:48 AM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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## **Description**

There is a significant discrepancy on the internet usage (upload and download) that my router reports and the report provided by comcast. The amount of data usage reported by comcast is 50% higher than the data usage that my router tallies. In addition the whole concept of data caps is unfair to the consumer. I have more choice as to who provides my gas/electric/water than I have on who provides internet service to my home. The Internet business needs to be regulated

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**Ticket: # 711277 - Comcast Data Caps**

**Date:** 12/16/2015 11:34:34 AM

**City/State/Zip:** Beverly, Massachusetts 01915

**Company Complaining About:** Comcast

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## **Description**

While I am not currently impacted by this, Comcast's recent data cap "experiments" must be stopped before they roll it out nation-wide. Comcast already grossly overcharges their users for the service they provide. Setting a hard limit on what a user is allowed to download and then forcing the user to pay more if they go over that limit is corporate greed at its finest. On top of that, many users (myself included) have no option to leave Comcast. They are the only provider of high speed internet in our city.

In addition, Comcast claims that their own TV streaming services won't count against that data cap. That is a blatant violation of net neutrality. All traffic must be counted equally.

The internet should be a utility. Easy for all to access, state of the art, and affordable. Comcast does not offer any of that.

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**Ticket: # 711304 - Comcast Data Caps**

**Date:** 12/16/2015 11:40:11 AM

**City/State/Zip:** Bluefield, West Virginia 24701

**Company Complaining About:** Comcast

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## **Description**

While the data cap in our area is currently suspended, I believe that Comcast data caps are anti-internet and more importantly anti-consumer.

There are no viable options in my area to switch to a different ISP so essentially, I am stuck with Comcast. Comcast's plan to implement data caps across the board makes it unfair as technology advances and we consume more and more media.

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[Ticket: # 711317 - comcast data caps](#)

**Date:** 12/16/2015 11:45:06 AM

**City/State/Zip:** Miami, Florida 33165

**Company Complaining About:** Comcast

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## **Description**

comcast's data caps are anti-consumer. They violate Net Neutrality.

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[Ticket: # 711355 - Comcast Data Caps](#)

**Date:** 12/16/2015 11:56:27 AM

**City/State/Zip:** Fairfax, Virginia 22031

**Company Complaining About:** Comcast

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## **Description**

While not currently a customer of Comcast I disagree with their stance of implementing data caps. The caps are often low and below what running the maximum bandwidth they're selling for only a third of the month many times. These practices can create a market in which this is acceptable and is clearly more about money than network optimization. Please address.

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[Ticket: # 711420 - Data Caps](#)

**Date:** 12/16/2015 12:18:31 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented data caps in Seattle, but they aren't currently enforcing them. This is problematic, and anti-competitive. All the television I watch is streaming, and for the last three months (as far back as I can check) I've gone way over their data caps. If they decide to start enforcing them, my cable bill will double. Oh, and I currently have one other choice for an ISP, as of a few days ago, and they have a data cap also.

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[Ticket: # 711510 - ComcastPolicies](#)

**Date:** 12/16/2015 12:43:39 PM

**City/State/Zip:** Corning, New York 14830

**Company Complaining About:** Time Warner

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## **Description**

Comcast's recent policies are dangerous to net neutrality and could be precedents that hurt the US economy overall. With data caps, Comcast is effectively charging for users to view advertisements for no technical purpose. Additionally, concurrent implementation of this policy with Comcast's new streaming service is a gross avoidance of Net Neutrality basic principles. These policies serve only to hurt consumers and the economic growth on the internet.

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**Ticket: # 711598 - Data Caps****Date:** 12/16/2015 1:04:51 PM**City/State/Zip:** Miami, Florida 33145**Company Complaining About:** Comcast

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**Description**

This is my second complaint about Comcast. I did not speak with the agent who called from Comcast the first complaint because he was going to clearly say the same thing the customer service representative told me; "There is no way we can provide you with a detailed usage of your data", hence the letter stated the same information as what the customer service agent stated.

The other day I received 3 texts from Comcast stating that I was reaching my 300 GB threshold. The images are attached. My question is how, during a 5 hour period did my household of 2 people and while at work (not home) did we use 109 gbs. That is about 22 gbs an hour. After speaking with Comcast, they cannot provide me with a breakdown of how my internet is used, as usual. I find this very deceiving and unprofessional. Comcast customer service representatives have no answers to my questions and cannot provide me with a breakdown of my usage. I agree with other customers when they say "They offer a 'data usage meter' online that simply tells you how much data you have used every month with no detailed statement as to the accuracy of it with no way to view where the data every month is being allocated, an example would be how much data is being used on Netflix or other streaming services. At the moment it simply says you've gone over without any real feedback to tell you exactly where the data was used and could potentially be used to fraud people into paying more for services as there is no way to dispute the data usage." Comcast really takes pride in charging people more money to use the internet without an explanation as to how someone like me in my household is using up 109 gigs in 5 hours. Our wifi is encrypted with with a WAP2 and no one can access our internet without having our password. I believe Comcast should provide a better way in providing their customers with a data cap reader that actually provides information that is correct rather than having to force their customers to pay \$30 more a month for no reason. I believe that Comcast's data cap strategy is to reign in more profits rather than updating their infrastructure. Why do I have hours throughout the evening that my internet is slow.

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**Ticket: # 711550 - recent changes to Comcast data cap policy nationwide**

**Date:** 12/16/2015 12:53:25 PM

**City/State/Zip:** Union, New Jersey 07083

**Company Complaining About:** Comcast

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**Description**

Recently I was made aware that Comcast was actively reintroducing data caps on a totally "without merit basis" arbitrary made up 300Gb per month figure which now

affects approximately 15% of total Comcast internet subscribers so far; this of course was done under the supposed logical rationale of being fair, equitable and to

prevent abuse by heavy data consuming users; unfortunately however the 300Gb per month figure is not representative of what is used by typical families who have and

utilize cable broadband internet;

now I am single and use between 100Gb and 150Gb per month alone by myself and I specifically specify use of up to only 360p video resolution broadband bandwidth in

fear that the Comcast one day will bring 300Gb per month data cap to where I live; this is implicitly unfair in this modern age of high definition 1080p OTT set top

box video streaming viewing; one should not be restricted in any way what so ever once one has paid their designated monthly subscriber fee in my case that is going to

be \$83 a month; users in families would easily go over this arbitrary limit that has been probably designed to capitaize and profit from that rather unfortunate

scenario; this current arbitrary data cap policy would be extremely unfriendly and unfair to families who spend increasing amounts of time watching alternative video

streaming applications via netflix, youtube, hulu, showtime, starz, acorn tv, crackle, cinefest, comedy central, sundance doc club, docurama, dove channel, film forum,

lifetime movie club, nature vision tv, quello concerts, ring tv, smithsonian earth, tribecca shortlist, urban movie channel, are just a sampling of current choices

video consumers have the options to pick from;

a typical family of four consuming various forms of alternative video streaming programming as previously indicated above at full 1080p video programming would quickly

consume and go through this supposed entirely arbitrary 300Gb per month data cap rather easily as it would be quite difficult to control individual family members from

exploring and further immersing themselves into their favorite popular tv shows and movies one might find an interest in further exploring;

moreover, even more disturbing is the fact that this does not even include the fact that in 2015 one can now buy in fact buy a UHD 4K Television for as little as

\$250; this is over four times the resolution of regular 1080p HD video resolution; which basically would mean that the supposedly arbitrary 300Gb should nominally be

upgraded normally from 300Gb to 1,200Gb since it takes four times the data bandwidth to watch the same amount of video programming as in regular 1080p HD video

resolution;

the typical normal regular "Joe" and "Jane" Six Pack video consuming broadband internet data bandwidth consuming Comcast customer will literally be in sticker shock

when they see their cable internet broadband overage \$10 for every 50Gb in overage fees in their typical cable bill once they get their brand new \$250 40 inch 4k

television set installed to use for the family to enjoy;

additionally there is no current FCC regulations in place to insure the precision and accuracy in place to absolutely ensure that a cable broadband customer is able to

identify where and how ones cable broadband internet consuming expenditure is being precisely and accurately consumed; for example the customer should be entitled and

have the option to have any and all video advertisement blocked and banned on written request if there is going to be any kind of arbitrary data cap policy;

furthermore, Comcast does not currently have any formal method of ensuring that the data being measured as being consumed by the typical cable broadband consumer is

actually precise and accurately detailed and broken out by line item; so that a typical cable broadband consumer could at least potentially take steps in attempting to

cut down and curtail ones use of internet bandwidth to try to stay below the arbitrary 300Gb per month data cap;

moreover, if a member of ones typical family is playing online games such as steam, playstation, xbox one, nvidia shield online games; one can find themselves having

to download 60Gb alone per single game sampled and actually played; one would easily go through ones arbitrary 300Gb monthly data cap just on the potential download

and sampling of just five sample potential game application alone per month;

in this modern grown up mature internet age Comcast even admitted in its own internally leaked company documents; admitted its never been about network data congestion and its been about enhancing financial profitability to help Comcast subsidize, support and prevent potential current and future cable television programming customers from potentially defecting and cutting their cable television programming out of their current Comcast bill altogether as I have already done;

Comcast broadband only customers currently pay a more than fair and reasonable \$83 a month which should include access to any and all potentially reasonable data intensive video streaming access for any and all family member access which should not be charged a separate entirely arbitrary random made up number to enhance and prevent potential cable broadband customers from accessing alternative forms of video streaming programming over the internet due to the passage of the approved net neutrality provision regulation passed by the recent FCC law to help insure equal and free access by all parties to the same content with abuse and bias;

additionally the FCC is now charged with the task and mission to bring reasonably priced and affordable internet to as many people consuming internet under the

specific provided for provision of the Title II common carrier utility regulation; which is a long overdue ruling due to the confirmed fact of a total lack of market

driven business competition forces at work to keep nominal cable broadband internet prices in check and balance; with Verizon now exiting the DSL broadband internet

business and both Comcast, Time Warner, Charter Communications, Century Link all increasing cable broadband internet access rates annually at an approximate rate of

5.1% annually this is anything but reasonable in the light of a total lack of "effective" normal cable broadband internet access competition;

Comcast now has officially more cable broadband subscribers than even cable tv subscribers for the first time in its long cable franchise acquisition history; Comcast

now wields so much consolidated business "oligopoly" based non-competitive marketing power it is now able to raise monthly subscriber rates on broadband subscribers at

will without any form of formal current and/or future cable franchise regulation and/or "check and balance" going forward;

it is now up to the FCC to carry out execute and implement the long overdue Title II common carrier utility regulation provision with the latest reactivation of its data cap policy which is no longer in hiding apparently in marketing trials any more; if comcast had a reasonable and normal competitive business environment it would not be able to institute its current data cap policy; Comcast also has extensive lobbying and batteries of lawyers who are utilized regularly to falsely show that they have all kinds of business competition when that is rationally clearly patently untrue in the first place; for most in the United States in Comcast franchise provider territories Comcast is often the only choice; it just so happens coincidentally these are in fact the same places where Comcast has chosen to implement its data capping policies; precisely because there is a lack of internet broadband provider competition and a total internet broadband provider monopoly in these very same data capped areas.

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[Ticket: # 711563 - Data cap overage charges incoming](#)

**Date:** 12/16/2015 12:55:26 PM

**City/State/Zip:** Saint Albans, West Virginia 25177

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink, after not being forthcoming about a year ago about their data cap and potential overage charges has started to ease into charging them for every 50Gb over and they recommend an upgrade for about the same amount to increase the cap and speed. This isn't viable for most people who access their content via streaming and is akin to extortion. Their reasoning is to make it fair, but it has nothing to do with it because it isn't shaped to customer need. If they really cared about fairness they would cap or limit at peak hours when the network is stressed. This is nothing more than a money grab because fewer people are buying their cable TV. Please do something about this.

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[Ticket: # 711698 - Comcast data cap](#)

**Date:** 12/16/2015 1:29:39 PM

**City/State/Zip:** Thaxton, Virginia 24174

**Company Complaining About:** Comcast

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## **Description**

I don't have the data cap thank goodness. I hope I don't but I can't help but think why they would ever think no one would go over the cap even watching YouTube a couple times a day for that month would set you over or near it. Something needs to be done about this obsurde company because internet is not a electric bill. We should not be limited to how much we use our internet when we already pay 80\$ a month for internet that half the time slows down or quits working altogether this is insane to say the least. As another person said even video ads you don't want run your data up and they are just sitting back throwing extra data on peoples bills. Please take action and force them to stop this insane data cap nonsense. Thank you

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[Ticket: # 711704 - Comcast data cap](#)

**Date:** 12/16/2015 1:30:07 PM

**City/State/Zip:** Sunnyvale, California 94087

**Company Complaining About:** Comcast

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## **Description**

I have been receiving unlimited data from Comcast for years. The plan to impose data caps or charge \$30 to \$35 for unlimited is unfair. My monthly bill for all Comcast services is already over \$200. I can stream movies from Comcast without counting against my data, but streaming from my Amazon prime account will count.

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[Ticket: # 711894 - Data Caps are an abuse of monopoly](#)

**Date:** 12/16/2015 2:18:55 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is introducing data caps on previously uncapped plans. They're purposely making it difficult to access services that they do not own, such as Netflix. This is a monopoly abuse as there is no where to turn to, there is no competition in this area.

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**Ticket: # 711905 - Comcast Data Caps**

**Date:** 12/16/2015 2:22:58 PM

**City/State/Zip:** Mt. Zion, Illinois 62549

**Company Complaining About:** Comcast

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## **Description**

I object to this new policy of forcing customers to pay more for exceeding pre-established data caps by this greedy corporation. The caps will be exceeded even by moderate users of the internet due to forced video ads on pretty much every single web page that one loads into a browser. This is not right. These cable companies are already charging us too much for internet service. Now Comcast wants to charge us a \$30 av month fee to prevent them from charging us even more fees. This is a rip off. The government needs to do something to stop this practice of capping. If they are going to meter our internet usage like an electric power company then we should be charged only for data that we call up. This means a ban on all forced internet advertising. PLEASE do something. We have no one to protect us!

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**Ticket: # 711943 - COMCAST DATA CAPS**

**Date:** 12/16/2015 2:33:50 PM

**City/State/Zip:** Absecon, New Jersey 08201

**Company Complaining About:** Comcast

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## **Description**

Times have changed and streaming your TV is the new thing now. Comcast is trying to get more money out of us all by starting DATA CAPS. What happened to the 200 billion in tax cuts/credits that were supposed to be used to bring Americans gigabyte speeds? Comcast is a monopoly in my south jersey market and over charges all the time( they still have yet to clear up a \$93 overcharge, I've been paying \$115 every month yet they want to charge me more for moving to a new home.) and provides horrible customer service. Do not let them impose DATA CAPS ANYWHERE in this country.

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**Ticket: # 712059 - Comcast using Data Caps**

**Date:** 12/16/2015 3:03:23 PM

**City/State/Zip:** Coconut Creek, Florida 33066

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented data caps which promise to increase our service rates based on data usage alone. Crossing the usage threshold is portrayed by Comcast as an abuse of their service while the caps themselves are the abuse. These caps force consumers to alter their data consumption habits at a disproportionate rate to the actual cost of transmitting this data. Comcast is indirectly taxing cord-cutters individuals who do not subscribing to their Cable video services in favor of alternative internet-based media sources.

I can buy a couple new xbox games each month and cross this ridiculous data threshold. I am without an alternative and am either being forced into a more expensive internet package, or to curb my family's data usage. This should be alarming to anyone who understands how important the internet is to a productive society.

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**Ticket: # 712594 - Data Caps**

**Date:** 12/16/2015 6:01:05 PM

**City/State/Zip:** Chattanooga, Tennessee 37411

**Company Complaining About:** Comcast

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## **Description**

Comcast xfinity Chattanooga TN 37411. Comcast has imposed a data cap that due to our apartment's agreement to only allow comcast as a provider is malpractice. We are now unable to use the other services which we pay for (HBO GO, Netflix, Hulu). The statement "most customers never hit the data cap" is untrue in this point in time. 10 years ago 300 gigs was a massive amount of data, now it is 3-4 games, and a few hours of movies, not counting computer back ups, or other sync services which are offered via Apple,Dropbox, and Microsoft. We live in the Gig City with the fastest internet in the world, but due to agreements made by Comcast there is little to no competition and in turn hurting consumers.

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**Ticket: # 712595 - Comcast data caps**

**Date:** 12/16/2015 6:01:59 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are detrimental to both consumers and companies that provide services delivered via the internet. Many people will be dissuaded from utilizing services that require large quantities of data. Some examples of these services include Netflix, Steam, Amazon Prime Video, Hulu, Youtube, and countless other services. To make matters worse, Comcast has a competing service that is not included in the data cap calculation.

In times where faster and faster connections are available, 300GB is an insanely small amount. For instance, as a subscriber to Comcast's Blast 75 package, I can exceed the data cap in just under 9 hours. That is an unacceptable situation.

Comcast is obviously just doing a cash grab and they should not be allowed to continue as they have started.

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**Ticket: # 712701 - Comcast Price Gouging****Date:** 12/16/2015 6:37:10 PM**City/State/Zip:** Savannah, Georgia 31410**Company Complaining About:** Comcast

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**Description**

I am a current Comcast customer. I have not been able to work due to disability for past two years and have had no income while waiting for SSDI. In order to try to reduce expenses, I purchase an Ooma tele to reduce telephone cost and an Amazon Fire to reduce cable TV cost so my only expense would be cable internet, only to find that Comcast has now imposed data caps in my area of Savannah, GA and that I have exceeded my cap only halfway through the month. I have the option of paying \$30 a month for unlimited data, but if I drop cable TV and phone from Comcast, they will already charge me an excessively high amount for only subscribing to their internet service, which I already knew, but now they also want to cap that service and charge even more to use it. This then puts me right back where I started from - Comcast will charge me for all of their services whether I want them or not. Since Comcast is the only cable company in my area and I have no other alternative for sufficient broadband, I am left with no choice. I know I am not alone and Comcast knows that too. This is being done by Comcast to hinder your ability to seek alternative television and to keep you tied to their expensive "bundle packages." If you subscribe to Comcast cable television or telephone, they do not count that as data over the internet and is being treated differently than streaming television over the internet, which is counted as data. Even though the internet and cable come through the same line, they are treating it different when attached to a modem. Comcast is putting other video and television streaming at an unfair advantage by excluding their own services from data used; hence, you will use much less data if you use their television service. This is in direct violation of open internet/net neutrality if they calculate services provided by themselves differently, especially since the difference in data amount is extremely significant and greatly hinders your ability to stream television from an alternative source without a significant cost penalty. They already charge you an excessive amount for internet service and then cap your data use, making it impossible to stream your television without going over their cap and knowing you have no other alternative. They are being allowed to charge you twice. They are being allowed to calculate and treat their services differently than others. They know if you use the internet as an alternative to their cable TV, you are going to go over their cap so, in essence, they are charging you to use a different television/movie service, so you have to pay Comcast for television whether you use their cable television or not. Comcast has a monopoly and they are exploiting it every which way they can. This amounts to greed. Their greed and high prices are the reason consumers are seeking alternatives and now they are being allowed to use unfair practices to continue to extort money from their customers. Comcast is holding their customers hostage. I have done a little research to get information about their data caps and have found many sites where customers are complaining and talking about how they and their families have to alter their lives and limit their children's use of the internet because of Comcast's imposition of caps and overage fees, which is done in \$10 increments for every certain amount you go over their limit. In this economy where everyone is struggling and trying to make ends meet, one company should not be allowed to practice price gouging, which I believe Comcast fits this description: Price gouging is a pejorative term referring to when a seller spikes the prices of goods, services or commodities to a level much higher than is considered reasonable or fair, and is considered exploitative, potentially to an unethical extent. It is the FCC's responsibility and duty to stop Comcast from its preying tactics. This is an example of why so many

Americans are fed up with big politics and big business - because the people who have power and make/enforce the laws are allowing big businesses and monopolies to continue these outrageous practices for large profits. Our government should be protecting the taxpayers from these unfair tactics. Please stop allowing Comcast to continue this practice. Please also advise me if there is anything I can do to help myself in the meantime as I cannot afford to pay Comcast over \$100 a month just for internet. Thank you in advance for your attention to this matter.

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[Ticket: # 712747 - Comcast data caps are inaccurate and violate net neutrality](#)

**Date:** 12/16/2015 6:52:57 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast's usage meter is consistently 50% higher than than the meter on my router. Extortion is one thing, fraud is another. How will the FCC regulate corporations under its purview who price gouge and restrict competitive access?

Please enforce validation of Comcast's usage meter so as to prevent abuse by a corporation wholly without regard for fairness, the law or its customers.

Under the transparent guise of a "trial", Comcast has no uniformity of data cap sizing or the price it charges for unlimited access across markets. This is clearly a predatory practice that cries out for regulative relief.

Comcast's data caps are unfair, unrealistically low and are a blatant attempt to pad revenues while restricting competition. Streaming service providers as well as consumers are being profligately targeted by anti-competitive practices that the FCC is in place to prevent.

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**Ticket: # 712889 - Comcast Data Caps**

**Date:** 12/16/2015 8:07:52 PM

**City/State/Zip:** Hanahan, South Carolina 29410

**Company Complaining About:** Comcast

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## **Description**

Very simply, Comcast is taking advantage of their customers by putting on this data cap that they cannot even explain. It exists for no other reason than to squeeze a few extra dollars out of a specific part of their customer base; notably gamers and developers who work from home and use copious amounts of data. There is not measurable way to determine how much data customer uses during a given period and yet they are allowed to charge this, in many cases using shared infrastructure that we customers continue to pay for. Also, I live in an area where Comcast "bought" exclusive rights for, so I have no other options to get internet access.

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**Ticket: # 712941 - Comcast**

**Date:** 12/16/2015 8:37:39 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19136

**Company Complaining About:** Comcast

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## **Description**

Without being notified comcast added a data cap that maxed in a day. I feel like this is just stealing from me. I'm paying for something. They are stealing and trying to control how i use it. This feels like my first amendment right of freedom of speech is being muted, violated and controlled. I want to cry right now. I feel so powerless to fight this. AUPM - this just seems wrong on so many levels. Internet only for the rich now? All people who run businesses from their homes will go over this limit in no time. I send roughly 50 gb a day of work related let alone personal, media, entertainment and so on that is consumed. This is just an outrage. If i pay for a connection the amount i use it is circumstantial. Don't let this corporation take away my free speech like this please! Tell me who else to write, what lobby to send money to just to fix this issue.

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**Ticket: # 713014 - Comcast Data Caps**

**Date:** 12/16/2015 9:10:05 PM

**City/State/Zip:** Davie, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

The new data cap "trials" instituted by Comcast are the result of an unchecked and unregulated monopoly. Businesses are in the business of making money, and when it comes to that I don't have a problem. The problem arises with monopolies, as consumers now have a choice, do I get internet through Comcast, or do I forgo being connected to the rest of the world? For many, that isn't even a choice, internet is a must. It is a must like food, water, shelter, and electricity. For that reason I urge you to end Comcast's free range and regulate them under Title II. Please, they deserve to make money but not because they are the only ones able to provide a service.

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**Ticket: # 728081 - Comcast Data Cap****Date:** 12/29/2015 10:11:39 AM**City/State/Zip:** Little Rock, Arkansas 72205**Company Complaining About:** Comcast

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**Description**

Comcast has instituted data caps in my city. In doing so they have unilaterally downgraded my service, abused their position as an overly powerful corporate behemoth and threatened the innovative and vibrant internet economy of the future.

Comcast's aggressive attempts to avoid calling them data caps is flat out embarrassing marketing doublespeak. They declare loudly that our service is now better, although it is, in fact, worse. There are no concessions to the customers as they make this change. The only alternative they offer a micro-data plan that has per-GB pricing that dwarfs the standard plan or an unlimited plan (the same service I had two months ago) for a significantly higher price.

Comcast uses other utilities as a comparison, but my electricity provider doesn't charge me a very high premium only for access then charge me for overages. They actually charge me for usage. They also face very heavy regulation, oversight and price controls. Usage-based billing is logical. A huge premium for access with a cap on it is not. Data caps are NOT usage-based billing. My area is a duopoly, like most of the country. The non-competitive nature of ISPs means the consumer has no choice but to forsake internet access or accept these practices.

The new data cap has changed the way I use the internet and pay for services. I now hesitate to stream movies and TV through services I pay for, so I will likely be cancelling those services. Of course, in a frankly anti-competitive move, Comcast's offerings don't count against the cap. I chose not to pay for and use a new cloud security service this very week specifically because of the new cap. There is a new economy forming, and arbitrary data caps will stifle it greatly.

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[Ticket: # 713229 - un communicated data cap billing](#)

**Date:** 12/17/2015 12:18:08 AM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently introduced a data cap of 300GB without communication to their customers. I am a paperless customer and have received zero emails in regards to their altering my existing contract with them. they are doing this as a way to get around net neutrality and increase billing to those that stream movies from Netflix, Hulu, and other online sites as opposed to subscribe to their cable services. this impacts people that stream 4K resolution more than others.

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[Ticket: # 713300 - Comcast Data caps](#)

**Date:** 12/17/2015 4:46:45 AM

**City/State/Zip:** Novato, California 94945

**Company Complaining About:** Comcast

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## **Description**

Hello!

I recently moved to an area where Comcast is really my only ISP choice, and they have included a data cap on my plan. Doesn't this go against current FCC regulations?

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**Ticket: # 713333 - Comcast Internet Data Cap**

**Date:** 12/17/2015 7:58:18 AM

**City/State/Zip:** Knoxville, Tennessee 37931

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a monthly data cap on my service. There was no mention of a data cap by the sales representatives when I signed up. I only found out about the data cap when I began receiving browser "pop-ups" and emails to alert me that I am approaching or exceeding my limit. Furthermore, Comcast says that the data cap is a "trial program" being run in "select markets". Why are they trying to screw me and my market? This practice is unreasonably interfering with my ability to access web content, and should be made illegal.

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[Ticket: # 713356 - Comcast data cap added after I entered into a 2 year contract for service](#)

**Date:** 12/17/2015 9:12:33 AM

**City/State/Zip:** Davie, Florida 33394

**Company Complaining About:** Comcast

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## **Description**

I hope that you find this as outrageous as I do, not only did they void my contract legally by changing its terms, as one of the millions of people who have home offices and support major companies like United Health Group. the data cap has stifled our right to work here in Florida and is nothing more than pure unadulterated extortion, The internet was designed to be free and as such a means of trade and a way to do business, Comcast's caps can be considered as a real blow to destroying this economy further. Some would say we have a choice to change but comcast makes sure you cannot without paying a hefty fine for breaking your contract to go with another company if there is even one available in the area, as is in most cases there usually is not.

This has to violate anyone of a number of monopoly and trade laws please do something about these people, its bad enough we are mandated to buy health insurance now by the government now private companies are following suit by backing consumers into the corner and forcing them to pay.

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**Ticket: # 713374 - Incorrect Comcast Usage Numbers**

**Date:** 12/17/2015 9:27:43 AM

**City/State/Zip:** Marietta, Georgia 30008

**Company Complaining About:** Comcast

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**Description**

For the past several months I have hit my Comcast "data cap" and been charged the \$10 for the next 50GB of data. I monitored my usage myself last month and my up/down total was around 210GB according to my equipment. Comcast stated that I used around 330GB. They are robbing customers blind!

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**Ticket: # 713399 - Comcast Internet cap**

**Date:** 12/17/2015 9:52:37 AM

**City/State/Zip:** Dickinson, Texas 77539

**Company Complaining About:** Comcast

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## **Description**

I just recently noticed that Comcast has given me a 250gb cap on the data I'm aloud to use. Not only is this corrupt and a virtual monopoly, cause I don't have any other choices in my area for a broadband ISP. I work in the IT field and am constantly using data. We also use Netflix to stream and my son gets his games and movies off of the PlayStation Network. For example 1 game can easily be a 60 - 70GB download. I have just now used a third of my data. They are also hindering people who work from home. If I reach my data cap am I supposed to tell my boss "I'm sorry I can't work today cause I'm over my data limit". This is just another way for ISP providers to control the market by leaving people with no other options. They want for people to pay into thier services and not allow people other means to watch shows or stream by putting data caps on the Internet causing people to be worried about go over. Please look into this and make data caps illegal on home broadband service.

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[Ticket: # 713449 - Data Caps](#)

**Date:** 12/17/2015 10:22:50 AM

**City/State/Zip:** Edison, New Jersey 08817

**Company Complaining About:** Comcast

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## **Description**

The data caps that Comcast is trying to put in place are crazy. They already throttle what they deem relevant. It should be a public entity anyway.

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[Ticket: # 713528 - Comcast monopoly and data caps](#)

**Date:** 12/17/2015 11:03:30 AM

**City/State/Zip:** Lehi, Utah 84043

**Company Complaining About:** Comcast

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## **Description**

Comcast choosing to move forward with implementing data caps on subscribers would cause unnecessary reversal of our progression of technology. The modern world is one built on the foundation of both the ability and freedom to access a wealth of information at a moments notice. These caps would force people to reconsider their curiosities or interests. Much of what I, and many others do, is available solely because internet access is unrestricted.

Large data transfers are no longer solely the territory of those with unscrupulous intentions. Music libraries are owned and stored by cloud services; all modern video game systems require a constant internet connection to purchase, install, and update their content; nearly every US household chooses to watch television of movies via online streaming service in their own time rather than at the mercy of when they're told they have to watch them.

These caps are particularly egregious in areas where Comcast, and companies like them, are allowed to have a pseudo-monopoly where their service is the the only available option. While they are not present in all markets they set a dangerous precedent that if allowed to stand will eventually become the standard.

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**Ticket: # 713561 - Comcast "data caps"**

**Date:** 12/17/2015 11:17:07 AM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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## **Description**

This is my third complaint against Comcast and their recent data caps they are imposing on certain cities. I am just blown away that the FCC or the government has not stepped in to stop something like this. You have already received more than 13,000 complaints about this one issue! And the issue is real.

Please realize that this company is simply doing this to money grab from its customers. I have been with Comcast since 2006 and I have never been so mistreated by a company. But why have I been with them so long? They are my only option for high speed internet (smells like monopoly). These data caps also hurt other businesses such as Microsoft, Sony, Hulu, Valve, Netflix, Google, etc. We live in the digital age and Comcast is attempting to milk that. They are also afraid to lose their biggest money maker, cable television. No one cares about cable television anymore, this is the day of demand and getting what you want immediately thanks to the wonderful thing called the internet.

This is also hurting kids and college students. I am an IT consultant and a lot of my clients are schools. When I was growing up there was not really a need for computers in schools. It was all books and binders. How about now? Kids are walking around with just iPads or Chromebooks. When they go home they need the internet to do homework and enlighten their lives. Same goes with college students. So Comcast is literally robbing the future of this country as well simply so they can pocket a few more billions of dollars on top of their already billions of dollars profit.

Please put an end to this. I will continue to submit complaints and make Comcast and you see the truth.

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**Ticket: # 713570 - Comcast Data Caps**

**Date:** 12/17/2015 11:19:58 AM

**City/State/Zip:** Grand Rapids, Michigan 49505

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As a Comcast customer in Michigan, I am not yet subject to their 300GB broadband cap but I will most likely get it at some point unless the FCC intervenes.

Data caps on a hard-wired connection are nothing more than an anti-consumer business decision to abuse its monopoly on last-mile broadband access in the United States.

Comcast's own documents for its customer service state that these data caps are not being put in place to deal with congestion or for any technical reason. Bandwidth is not a finite resource - it is not like a physical utility like water or electricity. Comcast does not create bandwidth, they sell a network connection at a certain speed and must provide enough bandwidth to fulfill the connections they're selling.

Comcast's implementation of data caps on its hard wired connections show that it is abusing its monopolistic position and is just low enough to discourage replacing its cable TV packages with streaming solutions.

Let's do some math.

I have an 80mbps connection with Comcast - enforcing a 300GB data cap is only giving me 1.1% of my actual data cap. A connection of 80mbps allows for the theoretical transfer of 25.92TB over a month.

$60 * 60 * 24 = 86,400$  seconds/day  
 $86,400s * 30d = 2,592,000$  seconds/month  
 $2,592,000s * 10MB = 25,920,000MB$  (25.92 TB)  
 $300GB / 25920GB(25.92 TB) = 0.01157$  (1.1%)

With a 300GB data cap, Comcast would be selling me a connection capable of 25.92TB of data but only allowing me to use 1.1% of it. Or I can pay \$30 (or a 60% bill increase) to bypass the data cap. That is not fair data usage.

I would switch to an alternate provider, but AT&T is the only other provider in my area. AT&T only offers a maximum 18mbps connection at \$45 compared to my current plan with Comcast of 80mbps at \$50. AT&T also has a 250GB cap that I have no doubt they will eventually start enforcing, but going from an 80mbps connection to 18mbps would be ridiculous.

Without the intervention of the FCC, Comcast will continue to roll its data caps out to more markets and continue to make the US internet landscape look like a joke compared to Asia and Europe.

I urge the FCC to address broadband data caps. They are anti-consumer and serve no other purpose than to gouge customers for bandwidth they're already paying for.

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**Ticket: # 713587 - Comcast Data Caps**

**Date:** 12/17/2015 11:25:16 AM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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## **Description**

Comcast imposing data caps on customers is probably not legal and needs to be addressed by the FCC. The internet already isn't a free resource and Comcast doesn't need more of my money for me using the internet.

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**Ticket: # 713628 - Comcast Data Caps**

**Date:** 12/17/2015 11:39:27 AM

**City/State/Zip:** Dallas, Texas 75219

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are unnecessarily punitive, are (by their own admission) unnecessary for the health of the network, and exist purely as a money-making scheme by a company whose other revenue streams are being lost (this is not a problem Internet users should have to compensate for).

The policy of data caps goes against true net neutrality and violates the open internet that has fostered the information revolution. Please prevent Comcast from enacting data caps or other financial penalties for using more data. We already pay for the service each month, there should not be another charge on top of that for usage. This is not similar to limited-resource public utilities. Comcast itself has stated that bandwidth is cheaper every day and plentiful; the end-consumer should not be penalized as a result.

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**Ticket: # 713661 - Unfair Data Caps****Date:** 12/17/2015 11:54:28 AM**City/State/Zip:** Round Lake Beach, Illinois 60073**Company Complaining About:** Comcast

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**Description**

Dear Sir or Madam,

Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming, without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Additionally, Comcast provides no detailed statement as to the accuracy of their data usage measurements, with no way to view where the data every month is being allocated. An example would be how much data is being used on Netflix or other streaming services. At the moment it simply says you've gone over without any real feedback to tell you exactly where the data was used and could potentially be used to fraud people into paying more for services as there is no way to dispute the data usage.

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**Ticket: # 726053 - Data caps**

**Date:** 12/27/2015 9:51:42 PM

**City/State/Zip:** Pooler, Georgia 31322

**Company Complaining About:** Comcast

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## **Description**

I am perpetually under siege due to the imposed data cap in my area. There is no competition for me to try. This local monopoly is allowing Comcast to dictate how I use my service while being able to charge whatever they want. I am currently at risk of busting the cap again and having to pay more out of pocket. At no point has Comcast offered me anything for staying under the cap. This is anti consumer and I am fed up with it. Net neutrality was awesome to finally get back. These data caps need to be dealt with next. Google is out there proving every day that Comcast is engaging in anti consumer policies while misleading the public, congress and its employees as to the reasons behind them. We know the reason is money. The Consumerist has numerous articles highlighting the facts. Comcast is squeezing my tiny wallet as much as they can to make their wallet fatter. It is terrible that innovation will be stifled due to these caps. Everything is moving to the cloud, even processing power. Don't let Comcast lie to you and tell you these caps will some how magically spur innovation. It will stifle it as we all find ways to deal with the caps. The ways we find will mostly encompass NOT using new technology. This will prevent others from investing in said new technology. The end result is a gigantic telecom(Comcast) spending minimal dollars maintaining the same obsolete systems while charging us all more for the privilege.

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**Ticket: # 714308 - Comcast Data Caps**

**Date:** 12/17/2015 3:17:37 PM

**City/State/Zip:** Tucson, Arizona 85704

**Company Complaining About:** Comcast

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### **Description**

Data caps are against net neutrality. We also do not have an alternative for high speed internet in Tucson other than comcast, and what is especially infuriating is that there is no unlimited data option in tucson like there are in other trial markets that are being tested. Please do something about data caps before they are rolled out nationwide!

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**Ticket: # 714541 - Comcast Metered Data Plans**

**Date:** 12/17/2015 4:25:32 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is in the process of egregious price gouging by misrepresenting the nature of their product. The board of directors at Comcast is intentionally taking advantage of the ignorance of the common consumer to artificially inflate the price of their product in order to take advantage of the monopolies that they've created.

Comcast, in spite of the massive infrastructure they've developed through decades, is under the assumption that we'll believe that internet bandwidth is a finite tangible resource akin to water or oil. Through their years of taking federal subsidies to update their networks and run the company they are pretending that their infrastructure is not sufficient enough to meet customer demand.

They have gone on record with their training documents regarding data caps. The phrase "Don't Say: "The program is about congestion management. (It's not.)"" was introduced to their front-line support teams. Even their CEO stated "just as with every other thing in you life, if you drive 100,000 miles or 1,000 miles you buy more gasoline. If you turn on the air conditioning to 60 versus 72, you consume more electricity." which is factually incorrect about how internet usage works.

We need to be able to put an end to this practice, and I am looking for your help. Thank you for your consideration.

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[Ticket: # 714601 - unfair internet bandwidth data cap](#)

**Date:** 12/17/2015 4:53:12 PM

**City/State/Zip:** Mobile, Alabama 36693

**Company Complaining About:** Comcast

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## **Description**

comcast is using unfair market practices by imposing a bandwidth data cap that is unreasonably low for a normal internet using family, then charging overage fees. If I pay for internet service, I should not be limited to how much I can use it. I'm not limited to a limited number of hours watching the cable service that I pay for, why should I be limited in my internet use?

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**Ticket: # 714663 - Comcast Data Caps**

**Date:** 12/17/2015 5:15:13 PM

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

**Company Complaining About:** Comcast

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## **Description**

I recently was looking to upgrade my comcast service to something a little faster. Quite prominently displayed was the fact data caps are currently not enforced. It really concerns me they are limiting competition in this space by essentially limiting what streaming content I can watch. You will never hit datacaps if you aren't streaming video like youtube, netflix and other services. However if you have a couple of computers streaming you will certainly hit these caps very quickly.

The second part that concerns me is how data is calculated. I took a look at my usage over the last few months on the comcast customer website. I have no clue how they calculate these usages.

Lastly I do not want to have to pay for content I'm forced to watch. For example to watch a YouTube clip I'm forced to watch ads before the video plays. Nobody uses my electricity without permission, I'm not sure why comcast thinks its ok for advertisers to use my band-with without my permission. However, this is essentially what will happen.

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[Ticket: # 715312 - Comcast AT&T data caps](#)

**Date:** 12/17/2015 11:38:34 PM

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

**Company Complaining About:** Comcast

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## **Description**

The company is installing data caps as a way to keep me from using the internet especially if I'm trying to watch TV / Internet and not buying their TV service

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[Ticket: # 715055 - Comcast data caps](#)

**Date:** 12/17/2015 7:51:59 PM

**City/State/Zip:** Ringgold, Georgia 30736

**Company Complaining About:** Comcast

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## **Description**

The fact that Comcast is putting this cash grab on its customers is absolutely appalling. The bandwidth is there, Comcast is just trying to recoup losses because people stopped using their cable services due to the poor pricing. I implore the FCC to intercede as this data cap is absolutely wrong. As a consumer that is not a customer of Charter's, their data cap is setting a precedent that threatens all consumers of internet service.

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**Ticket: # 715057 - Comcast**

**Date:** 12/17/2015 7:52:40 PM

**City/State/Zip:** Delray Beach, Florida 33484

**Company Complaining About:** Comcast

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## **Description**

I object to this new policy of forcing customers to pay more for exceeding pre-established data caps by this greedy corporation. The caps will be exceeded even by moderate users of the internet due to forced video ads on pretty much every single web page that one loads into a browser. This is not right. These cable companies are already charging us too much for internet service. Now Comcast wants to charge us a \$30 av month fee to prevent them from charging us even more fees. This is a rip off. The government needs to do something to stop this practice of capping. If they are going to meter our internet usage like an electric power company then we should be charged only for data that we call up. This means a ban on all forced internet advertising. PLEASE do something. We have no one to protect us!

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[Ticket: # 715112 - Unreasonably restrictive data caps](#)

**Date:** 12/17/2015 8:30:31 PM

**City/State/Zip:** Atlanta, Georgia 30344

**Company Complaining About:** Comcast

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## **Description**

As you may be aware, Comcast is in a multi-year "trial" of capping the data usage of its customers before applying unfairly applied surcharges. These data caps are unreasonably low for those who use cloud based backup services, stream high definition media and/or work from home. Also, these caps do not increase with the tiers of service and their increasing costs.

Is the FCC going to limit the time period for "trials" such as this one whose sole contrivance is to price gouge customers?

Is the FCC going to regulate Comcast as the utility they claim to be in charging for data usage above the caps?

Does the FCC understand how these unfair data caps restrict competition and violate the spirit of net neutrality?

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[Ticket: # 715314 - Comcast concerns](#)

**Date:** 12/17/2015 11:39:44 PM

**City/State/Zip:** New Haven, Connecticut 06512

**Company Complaining About:** Comcast

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## **Description**

I am concerned that Comcast is violating net neutrality. Comcast employs data caps and charges a fee for exceeding; however, they also sell a service called Stream, which is not subject to those caps, in violation of net neutrality.

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**Ticket: # 715139 - Comcast's data usage meter accuracy**

**Date:** 12/17/2015 8:41:51 PM

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

**Company Complaining About:** Comcast

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## **Description**

My router indicates an amount of internet data usage far below what is being reported to me by Comcast.

What is the FCC doing to validate that these usage numbers, for which there are significant surcharges, are being accurately reported"

How are you going to represent consumers regarding surcharges that can arbitrarily be applied by a public corporation for the sake of its revenue and earnings?

Will you represent the customers of Comcast by making them validate the basis upon which they can, at present, freely price gouge their customers?

How will the FCC make Comcast accountable for the accuracy of surcharges of their competition stifling data caps?

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**Ticket: # 715181 - Comcast Data Cap**

**Date:** 12/17/2015 9:21:21 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping my data and punishing me for choosing not to own one of their cable packages. I prefer not to have cable and use Netflix for my television watching. Capping my data is ridiculous and just another way for them to gather more money from me. I have also been monitoring my data and I go over the cap not even half way into my monthly billing cycle. They do not provide any way to verify that this is correct. I think this is absolutely ridiculous and want to have Comcast remove their data cap.

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**Ticket: # 715214 - Comcast Data Cap**

**Date:** 12/17/2015 9:57:18 PM

**City/State/Zip:** Kingsport, Tennessee 37663

**Company Complaining About:** Comcast

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## **Description**

I'm sure you've heard about the data caps being imposed on Internet service by Comcast. Because we can only use Comcast to get true broadband in our area, we have no choice but to let Comcast hold our internet hostage. They are dictating what sites and services I can use on the Internet, flying in the face of net neutrality rules. I can't use a service like Netflix for fear of going over the data cap. I can't upload a video to YouTube or download a movie for the same reason. Do not let them do this.

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[Ticket: # 715299 - Comcast data cap](#)

**Date:** 12/17/2015 11:26:14 PM

**City/State/Zip:** Roswell, Georgia 30076

**Company Complaining About:** Comcast

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## **Description**

My apartment building is serviced only by Comcast and ATT who both use data caps. After 300GB I have to pay \$10 per 50GB over, with no option for unlimited data. I regularly go well over this limit and will be paying much more for a service that I've already paid for (bandwidth). It costs Comcast nothing to provide me more data. That is unethical and extremely displeasing as a consumer. It also means that my Netflix subscription (a direct competitor to Comcast's cable service) will cost me \$30 additional per month that I will pay to Comcast.

My only option for unlimited internet is to break my apartment lease and move, because although Charter services an area a few blocks for me, Charter and Comcast are completely separate, assumedly to maintain their respective monopolies.

I use internet for work, school, and entertainment, and this limitation on my internet usage is ridiculous.

When my husband contacted Comcast after we found out about the cap, the customer service rep assured us that we didn't have a cap. That appears to not be the case. When I signed up over the phone, the customer service rep said there would be no other fees except the \$49.99/mo charge.

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[Ticket: # 715343 - Comcast Data Cap](#)

**Date:** 12/18/2015 12:24:11 AM

**City/State/Zip:** Miami, Florida 33136

**Company Complaining About:** Comcast

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## **Description**

Comcast recently started imposing a data cap of 300gigs in Miami. When I signed my two year commitment with Comcast, that was not an issue. Six months into it, they start imposing 300gigs and charging \$10 for every gig you go over the 300. Not fair, not right. They can't just change the game to suit them when it's convenient. And it's only being done in certain locations. Not right.

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[Ticket: # 715386 - Comcast data caps](#)

**Date:** 12/18/2015 1:27:13 AM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to implement nationwide data caps. This is going to hurt the industry an incredible amount. As a software developer I understand how the introduction of data caps stymies competition such as Netflix, Amazon Video, and stops new data intensive apps from gaining traction. To make matters worse Comcast is exempting their own services from their data caps. If this doesn't scream monopolistic and anti-competitive to you then I don't know what will. This is an action that is wholly consumer unfriendly, and has no real justification as implementing data caps doesn't even help Comcast address any real world issue. They are operating at nowhere near capacity, and are taking billions in profits by bullying out smaller companies. They threaten to stymie innovation and the free market that the internet represents, and it needs to stop.

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[Ticket: # 715441 - CableOne](#)

**Date:** 12/18/2015 7:32:49 AM

**City/State/Zip:** Boise, Idaho 83704

**Company Complaining About:** Cable One

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## **Description**

When we signed up for Internet through cable one we are so happy because they are touting their high speed and it was great. We were not aware of the data cap though.

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**Ticket: # 715542 - Comcast Data Caps & Zero-Rating****Date:** 12/18/2015 10:49:43 AM**City/State/Zip:** Chelmsford, Massachusetts 01824**Company Complaining About:** Comcast

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**Description**

Hi, I'm sending this email due to the recent implementation and expansion that Comcast (and other ISP's) have done for data caps and "zero-rating". I strongly urge that this gets looked very seriously as the internet is relied on by most Americans and in actuality should be considered a Utility. Comcast has even said that the data cap implementation they have done isn't about network congestion. Instead they state it is based on pricing fairness. If that was the case then individuals should get a refund for what they don't use in their "allocated" cap. But they don't. It is strictly another way to diminish innovation with more and more consumers leaving cable television behind and relying more on the internet as their primary source of entertainment. On top of that, Comcast also offers services that don't apply to the data caps which directly goes against net neutrality and makes it tougher for companies like Netflix and Amazon. Comcast should be working in tandem with these companies to see how they can make all of their services better and have fair options but that doesn't seem to be happening.

Just as an example of how absurd these data caps are, I recently purchased a new 4K television, (something that will surely become the norm down the line for a large number of subscribers). I decided to watch a new television series this week on Amazon. In just 10 hours of streaming this show I went through 188GB of data. That doesn't include any other shows I may have watched. Just that one show over a few days. With a 300GB cap, I wouldnt be able to watch two series in a given month.

I plead the FCC to take a strong look at this and ensure that these data caps do not last.

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[Ticket: # 715499 - Comcast data caps](#)

**Date:** 12/18/2015 10:10:04 AM

**City/State/Zip:** Parkland, Florida 33076

**Company Complaining About:** Comcast

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## **Description**

Comcast has new 300GB data cap on my broadband connection. This cap is limiting my ability to stream videos from Netflix and other providers. It's ridiculous to have to pay an extra \$30/mo for using the service as intended. Furthermore, if you don't use the full 300GB, they don't provide you with a discount. It's a win-win proposition for Comcast and all consumers lose.

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**Ticket: # 715502 - Comcast Data Caps - Not Accurate**

**Date:** 12/18/2015 10:17:02 AM

**City/State/Zip:** Plymouth, Indiana 46563

**Company Complaining About:** Comcast

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## **Description**

I want to direct someone to this article:

<http://arstechnica.com/business/2015/12/comcast-admits-data-cap-meter-blunder-charges-wrong-customer-for-overage/>

It's not even just this case; there are a large number of customers including ourselves here who are quite certain that the tools Comcast provides are not accurate and are inflated in order to cost the customer more money. Data caps as a practice should not be allowed, and on top of that, Comcast should be investing in ensuring that their infrastructure actually works.

We need to ensure that customers have unrestricted access to the Internet for communications.

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**Ticket: # 715564 - Data Caps**

**Date:** 12/18/2015 11:06:20 AM

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

**Company Complaining About:** Comcast

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## **Description**

Previous complaint about this. Spoke with Comcast representative probably about two months ago. I really just want to put out there that data caps are a horrid policy. After speaking with the representative, it felt like he was almost dismissing my claims since I never approached the cap. In reality, I'm constantly limiting myself. I can't download too much from Steam, or I'll have to pay more. I can't watch too much Netflix, or I'll have to pay more. I can't sit online for too many hours, or I fear I'll have to pay more. They say I have three months of "oh well" passes, but after that? That's just three months to adjust myself down and prevent myself from using what I need. Data caps are horrible. These should -not- be rolled out nationwide. We need more competition, like local companies or Google fiber.

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**Ticket: # 715650 - Comcast Data Cap for home use**

**Date:** 12/18/2015 11:42:16 AM

**City/State/Zip:** Nashville, Tennessee 37208

**Company Complaining About:** Comcast

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## **Description**

Comcast is stating I am going over my data cap. First let me mention that i went through my original contract and NO place does it mention any home data cap. Next they have not supplied me with any information on how and why i am going over my cap with with me calling multiple times. Also they have me using almost 400 gigs of data in a month when I was home 15 days total due to work travel. They offer no proof of me going over due to privacy issues . It is my internet usage, whos privacy are they protecting?

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**Ticket: # 715713 - Bandwidth limits**

**Date:** 12/18/2015 12:02:19 PM

**City/State/Zip:** Bartlesville, Oklahoma 74006

**Company Complaining About:** Cable One

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## **Description**

Cable One have had a history of throttling customers on their internet service plans. They now have a new system in place, with different speed offerings and data caps. If you utilize more than what is allotted on the account, they switch your services to a higher more expensive plan which also has a higher data cap. These data caps are are easy to exceed with the advent of Netflix, Hulu, gaming consoles and PCs. If you live in a household with just a few of these devices the restrictions are hard to keep under. This in turn stifles innovation. 4K video streaming is now offered by Netflix for higher quality visuals on movies and shows, this higher video quality utilizes even more bandwidth which in turn causes a customer to exceed their monthly cap.

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**Ticket: # 715788 - Comcast's 300GB data cap and anti-competitive behaviors**

**Date:** 12/18/2015 12:26:39 PM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

I believe that Comcast is engaging in anti-competitive behavior by limiting the amount of data end-users can use before overages are charged. Comcast provides streaming Xfinity services -- that they claim are NOT using the internet despite only being available on a computer with an internet connection -- that do not count (<http://arstechnica.com/business/2015/11/comcast-launches-online-tv-service-that-doesnt-count-against-data-caps/>) towards the data cap. However, streaming any competitor's service -- Netflix, Hulu, Amazon video, et al -- do count towards the data usage. This is clearly anti-competitive and very likely a violation of Net Neutrality.

I urge the FCC, along with the tens of thousands of complaints that have already been sent in, to investigate this behavior by Comcast. Comcast is more than happy to charge users who go over their arbitrary 300GB, but they do not offer money back if you use less than that.

Comcast is actively engaged in preventing new competition from municipal providers in many locations by lobbying for overly restrictive regulations or outright bans on municipal internet. Multiple cities have shown that they can offer better and cheaper service than Comcast, and other big tele-co, which has caused Comcast to lobby against these services from expanding.

I do not believe that Comcast falls under the category of a natural or practical monopoly given the relative ease that new companies, such as Google, are able to expand and add new service to locales.

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[Ticket: # 715850 - Data Cap by Comcast](#)

**Date:** 12/18/2015 12:46:42 PM

**City/State/Zip:** Vancouver, Washington 98686

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps of 300GB in select markets, which very likely will be expanded to other areas. The data cap is exploiting their monopolistic lock on the markets they serve with internet service as a means to recover some of the revenue they have lost to video streaming service providers like Netflix, Hulu and Amazon. For users like us that have cut the cable cord because of the ridiculously high cost of cable TV service from Comcast, this is a backdoor way for them to discourage competition by making it more expensive to use these streaming services. The FCC should put an end to this unfair practice!

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[Ticket: # 716196 - Comcast Data Cap](#)

**Date:** 12/18/2015 2:46:09 PM

**City/State/Zip:** Anderson, Indiana 46013

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently proposed including a data cap. If Comcast decides to impose its currently tested market trial plans on Comcast customers nationwide, this this will not only create a burden on consumers, but will also create a unique situation where users will not be able to access new content. The proposed cap of 300GB is extremely low and will hurt the creation of new technologies as well as hurt consumers as there is often no competition. In my area, Comcast is the only provider of broadband. My only other option is AT&T dsl which offers a 6Mbit connection, which is not even classified as broadband internet. I urge to the FCC to take action and make the internet truly an open place.

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**Ticket: # 716692 - Comcast Cable Internet Data Limits****Date:** 12/18/2015 5:51:38 PM**City/State/Zip:** Acworth, Georgia 30102**Company Complaining About:** Comcast

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**Description**

Comcast's implementation of 300 GB/month data limits is a direct attempt to recoup lost revenue from cable television "cord cutters." After we cancelled our cable television package, data caps were imposed. As we have found, streaming occasional television content quickly surpasses the imposed limit, and overage fees would typically equal that of a basic cable television package. Interestingly, current cable television customers may stream network content from Comcast's internet-based "On Demand" service without imposing on their monthly data limit, while internet-only customers are limited on their access to other content providers (I.E. Netflix, Amazon, etc.).

This behavior, on behalf of Comcast, is monopolistic, a violation of "open internet" policies and a potential violation of anti-trust laws. I urge the FCC to take action against behavior that imposes economic restrictions on a citizen's freedom of choice in television content providers.

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**Ticket: # 716811 - Against the data cap**

**Date:** 12/18/2015 6:51:14 PM

**City/State/Zip:** Tucson, Arizona 85730

**Company Complaining About:** Comcast

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## **Description**

I believe that Comcast data usage restriction via money cost (it's a data cap) is trying to lie to the customers. If they truly wanted to help the fairness of consumers, the prices should remain the same while reducing costs to people who are willing to take a reduction in data usage. Comcast is a business and is in the right to charge what they want. They should not lie about this being a fairness issue but be honest and tell us it is a business move, not trying to make money off of a lack of knowledge on the common user. However when Comcast and other companies lobby to restrict municipality from creating their own ISP, they create a monopoly and this is the reason why I am against the data cap. they allow no other options and can charge as much as they want. Competition is the best way to allow fair prices and quality services.

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[Ticket: # 717003 - Comcast Data Cap](#)

**Date:** 12/18/2015 8:58:02 PM

**City/State/Zip:** Englewood, Tennessee 37329

**Company Complaining About:** Comcast

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## **Description**

Comcast cable services is data capping their customers. This I believe is against the laws that the FCC enacted in February of 2015. They are charging data on

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[Ticket: # 717208 - Comcast data caps!](#)

**Date:** 12/19/2015 2:20:50 AM

**City/State/Zip:** St Johns, Florida 32259

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about Comcast's data caps on internet usage. This is unacceptable as there is no technical reason for this. This is just more greed by a monopoly. Comcast is trying to save itself now that consumers have spoken and are moving away from their unethical pricing and promotional practices to more internet based streaming services. Now that there is competition Comcast is trying to stifle it. Please put a stop to internet data caps.

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**Ticket: # 717245 - Complaint Against Comcast For Data Cap**

**Date:** 12/19/2015 5:33:34 AM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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**Description**

Comcast has capped data usage in my area. After implementing this policy and capping usage to 300 gb/mo, they gave no notice of approaching data cap and only informed me when data usage was at maximum.

The data cap is infuriating, and Comcast's status as a de-facto monopoly in my area means that there is no opportunity for me to change providers to another. Comcast is running afoul of antitrust laws and is defrauding its customers.

Attached is an image of the cap notification.

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[Ticket: # 717367 - Comcast's new data limit](#)

**Date:** 12/19/2015 12:00:17 PM

**City/State/Zip:** Athens, Tennessee 37303

**Company Complaining About:** Comcast

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## **Description**

Comcast has suddenly started using a data cap on their service for this area. They are charging 30 dollars more to get unlimited data again. Plus they don't penalize customers for using their steam tv option from xfinitybut they do if I use services like Netflix and hulu.

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**Ticket: # 717413 - Comcast data caps**

**Date:** 12/19/2015 12:34:15 PM

**City/State/Zip:** Knoxville, Tennessee 37932

**Company Complaining About:** Comcast

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## **Description**

I had filed a complaint about a month ago. The problems was not resolved as Comcast reported to you. All that happened was that a customer service representative called me to attempt to justify the reasoning behind the residential data caps, which is not an acceptable solution and does not resolve the complaint. The unfair data caps still exist. They are a cash grab and serve dual nefarious purposes, to further the profit margin due to a monopoly on the market and to stifle Netflix, Hulu, Amazon Prime, etc. A 300gb data cap is totally not reasonable given the reasonable data usage our family of 5 goes through every month with a teenage son that enjoys gaming, two daughters that enjoy Netflix, and with 5 phones that use wifi along with normal computer usage every month. 300gb is easily used and then some every month. We have averaged at least 450 per month easily and that is not an uncommon usage based on what I have read and who I have talked to. So far FCC complaints have not brought about any real change...I thought I would keep filing them as others keep filing them as well as file BBB complaints and threaten legal action as well as ask for legislature assistance.

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**Ticket: # 717546 - COMCAST DATA LIMIT****Date:** 12/19/2015 2:13:34 PM**City/State/Zip:** Southaven, Mississippi 38671**Company Complaining About:** Comcast

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**Description**

I normally show around 34-35gb data usage (SEP-OCT) a month. Dec 12th I receive notice I was at 90% the 300gb data cap. Dec 13th I was over. I called Comcast and am at 443gb as of Dec 19th! They can not show a device using it and I am not using this!! They suggest I was pirated. So at Christmas time I have to literally unplug my modem as it shows 1gb used a day after my call to Comcast. They claim I won't be charged for the data overage as I get 3 times to go over. I am using my 4G internet through ATT to avoid using Comcast at home. Comcast is gouging their users yet ATT has a slower speed in my area and a 250gb cap so there is no competition! Comcast SAYS SO, so I'm wrong, I did use it, and thats it. They said to me I wouldn't be billed for this overage I used, and had 2 more times to go over the limit without being billed. BUT I DIDN'T DO IT!!!! So they will have their engineers look at it, and we know what that means. NOTHING. I want to know what FCC is going to do when 4K data comes out and companies like Comcast, with zero competition, just say so and consumers get billed \$100 a month to have Comcast unlimited plan. And companies say USE THE CLOUD, and build phone and tablets without enough storage because WE CAN USE THE CLOUD - as long as we pay to avoid their data limit. AND I DID NOT USE THIS MUCH DATA!@ OUTRAGOUS!

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**Ticket: # 717693 - Comcast Data Caps Should Be Illegal**

**Date:** 12/19/2015 3:52:18 PM

**City/State/Zip:** Smyrna, Tennessee 37167

**Company Complaining About:** Comcast

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**Description**

Put simply, the Comcast data caps should be illegal. I continue to receive notices each month that I am hitting the cap when my own network monitoring has shown that I am nowhere near hitting the cap. I think Comcast's meter is complete bullcrap, as I will get a notice that I hit 90% of data cap and then as soon as I close the window, I get a notice saying I've hit 100%. Besides the fact that their monitoring of this is BS, the practice of data caps on land lines should absolutely be illegal. They are incurring no cost for this, and lying saying the customers are 'neutral' or 'positive' towards the changes. Like hell! Does Comcast refund customers who are over the cap? Do they rollover the extra data you use in a month for next month? Do they take into account peak times vs offpeak times and usage? The answer is no. This is price gouging plain and simple. It needs to be illegal and action needs to be taken by the FCC immediately.

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[Ticket: # 717877 - Comcast internet data caps](#)

**Date:** 12/19/2015 6:58:37 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast seems to be planning a Data Cap for the Seattle Area. Internet should not be limited for the home. At worst they should offer a unlimited service for people who have cut the cord and stream all their media. Seems to be they are punishing people who don't have a cable tv package with them.

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[Ticket: # 718002 - Comcast Data Cap](#)

**Date:** 12/19/2015 10:28:43 PM

**City/State/Zip:** Bakersfield, California 93311

**Company Complaining About:** Comcast

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## **Description**

Comcast is comparing their data cap to public utility however the public utility is regulated by the government. How are you going to regulate their data cap. First it is shady that they are doing the data cap, especially since there is no way to regulate how much data a person is doing. Looks like they can say and charge whatever they want.

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**Ticket: # 718013 - Comcast added Data Caps to Little Rock, AR**

**Date:** 12/19/2015 10:40:02 PM

**City/State/Zip:** Little Rock, Arkansas 72212

**Company Complaining About:** Comcast

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## **Description**

Comcast just added Little Rock, AR as another city with data caps as part of "a trial". Such "trial" has been added to several other cities and some of them have had it for years. I am a cord-cutter. In order for me to continue to watch Netflix, YouTube, Amazon Video, etc extensively; I have to pay Comcast now an additional \$35 fee to get unlimited data. Little Rock is not a very densely populated area. There is no issue with bandwidth. Therefore, the only explanation is that they are doing this as a way to penalize cord-cutters and force people to use Comcast's cable service and Xfinity streaming application (which doesn't count against your data). So, now I am paying \$49.99 for (25mbit + 10 local channels + HBO) + \$35 unlimited = \$85 + tax. Comcast needs to remove the \$35 unlimited data fee they are charging their customers on top of their already expensive service plans.

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[Ticket: # 718147 - Comcast data cap](#)

**Date:** 12/20/2015 10:23:04 AM

**City/State/Zip:** Murfreesboro, Tennessee 37130

**Company Complaining About:** Comcast

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## **Description**

I was just made aware I was close to my 300gb data cap on my home cable internet from xfinity comcast and I am a bit concerned about their monopoly on cable internet in my area of Tennessee. Comcast has made it impossible for other cable companies to use the cable lines and install their own through the courts in much of middle tennessee . Please investigate their policies because I believe they are manipulating the market through perhaps illegal means. I originally wanted to use their competitor but couldn't . The data cap exist only to take advantage of the customer and when you know you are the only high speed option with no competitor it only encourages price gouging. Thank you for your time.

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**Ticket: # 718155 - Comcast needs to remove data caps from all internet service**

**Date:** 12/20/2015 10:51:14 AM

**City/State/Zip:** Brick, New Jersey 08723-5314

**Company Complaining About:** Comcast

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## **Description**

The internet should not have any data caps for people using Home broadband from any providers. Comcast has put in "Trial" test data caps in certain areas and this should not be allowed. The argument that Comcast will give is that it helps keep network congestion down and keeps the network working correctly. This is not the case. It is just worded this way to allow the data caps to be put in place to gouge more money out of the consumers. The plan was designed to give more money to Comcast from consumers who have gotten rid of their standard cable tv plan to stream content on the internet. This 300GB cap is just enough that will make a person go over the cap and have to pay extra money on their monthly bills from Comcast. Comcast then offers that extra money can be payed to have unlimited usage with no cap for the consumer. This action goes against net neutrality rules and gives Comcast a way to offer unfair practices to make more money against the consumers and hinder internet availability to people. If the internet is a tool that everyone should be able to use then this cap will make people afraid to use their internet at home for fear of going over their monthly costs for internet usage. The FCC should force Comcast to drop data caps at once and not allow any provider to try to put up data caps. These providers make a very big profit providing internet to their consumers and they do not need more money in the way of data caps to help optimize their network. They have plenty of budget to make sure their network is optimized and will provide a steady connection to all who uses their services. The internet should be accessible to all as a tool to learn, to do business and to entertain. These data caps take away from that accessibility and should be outlawed.

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**Ticket: # 718327 - data cap**

**Date:** 12/20/2015 4:38:19 PM

**City/State/Zip:** Palm Beach Gardens, Florida 33418

**Company Complaining About:** Comcast

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## **Description**

Comcast has started charging users without consent an additional fee for going over a non-agreed upon data cap. This unethical decision on their behalf has recently been explained by Comcast as a measure of fairness to the people using less data. However, since they do not offer refund users who consume under the 300gb cap nor do they roll over the data it is clear "fairness" has nothing to do with it. Next is the issue of speed. When signing up the customer has agreed to pay for service at a certain speed not a arbitrary quantity of data (which is not finite). If a customer is paying for a 50Mbit now and if the customer were to actually use their service it would take a mere three and a half days to reach this limit. How can they offer a service that will require a fine for less than a weeks worth of usage. I do not expect anything to come from this, since these just get forwarded to comcast and buried, so i will continue to file one complaint per week until the data cap reaches me and i will then be filling a minimum of one a day.

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**Ticket: # 718427 - Comcast data caps are trash**

**Date:** 12/20/2015 6:54:27 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

Please stop this practice of Data Caps! This is absolutely ridiculous! Not only was i notified of this change when I had already used over 75% of my data, but it was only 17 days into the month. Obviously this is Comcast's way of fighting consumers who have ditched there overly priced cable bundles for a more simpler and less expensive option of internet only and using streaming as there primary form of home entertainment. Why does Comcast have data caps when other competitors such as Google Fiber offer faster internet for a cheaper price and have no data caps on any of there internet plans? If I had the option of ending my subscription now and switching to a more affordable option, I would, but my apartment complex only uses Comcast. The only options I have is cutting back on my internet usage or paying another 30 dollars for the unlimited data cap option. Seeing how I have already used my allotted amount half way through the month, the first option is out of the question due to the amount of internet i use to meet my entertainment needs.

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**Ticket: # 718581 - Data Usage / Caps**

**Date:** 12/20/2015 11:23:36 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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### **Description**

My data usage has gone up since the supposed Data Caps through Comcast. I also agreed to \$39.99 per month, which it has been charging \$49.99 a month. I called the first month, and the \$10.00 upcharge was reversed, but they are still doing it every month. I don't want to call every month to get it reversed.

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**Ticket: # 718696 - DataCap**

**Date:** 12/21/2015 9:29:23 AM

**City/State/Zip:** Topsham, Maine 04086

**Company Complaining About:** Comcast

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## **Description**

I live in a market area in Maine (Topsham) where Comcast is the only data provider for HighSpeed internet. I have reached my data cap and find it crazy that the ISP's can cap data. Please continue to look into this and try to see things in the consumers eye.

Thank you for your time and looking out for the little guy's (and Women).

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**Ticket: # 718799 - Comcast/Xfinity Data Cap**

**Date:** 12/21/2015 11:26:31 AM

**City/State/Zip:** Rochester Hills, Michigan 48309

**Company Complaining About:** Comcast

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**Description**

Hi,

I have been a Wide Open West Broadband user for a the last 4 years and have been very happy with my service. Upon my recent move to a new apartment, Comcast cable is the only provider available to me, and as such I had to subscribe to their services.

After being overcharged for the initial installation, and finally getting setup the going. I realized my speeds were being capped and throttled by the modem provided by Comcast/Xfinity.

I went out and purchased my own DOCSIS 3.0 modem, which is more than capable of providing the appropriate speeds advertised in my Service plan.

Upon achieving the full speed of my internet, i noticed once more that i my internet was being throttled around mid month. I have purchased a 4K tv and have been streaming Netflix as we not opted to purchase cable television.

I re read the agreement and found that my data limits are capped at 300gb per month and are henceforth charge if i go beyond that limit.

I do not believe this act is ethical or legal. This data cap is also not universally applied across the United States and i feel my consumer rights have been infringed upon. I would like to file a formal complaint against Comcast/Xfinity in hopes to have this cap lifted for all users and banned hencforth.

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**Ticket: # 718871 - Bait & Switch Tactics****Date:** 12/21/2015 11:58:44 AM**City/State/Zip:** Pahrump, Nevada 89048**Company Complaining About:** Rise Broadband

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**Description**

I engaged with an internet company in November 2014. They offered certain packages at that time for internet service. I chose the highest of the packages they offered which was at that time, unlimited, so I would not have a Data CAP and have to pay a higher price once the CAP had gone past the usage limits. My residential service was for 20mb @ \$76.45 and a Device Connectivity fee of \$6.99 plus taxes and a service fee. They have now increased my bill without at least a prior notice. I understand that they are upgrading their equipment and they are passing the cost to the consumer but I would have at least expected a prior notice before doing so. They told me their upgrades in equipment is for better service but I still deal with bad performance and slow and inconsistent speeds. Now, after all that, I received a notice telling me that if I go past a Data Cap of 300 Gigabytes, they are going to start charging me \$3.50 each time I use an additional 10 Gigabytes and they will continue to charge me that \$3.50 in excess of each 10 Gigabytes after that. When I got this service, no contract was needed. I understand that new customers are now asked if they want to sign a contract. I was told today that because I do not have contract, they can do whatever they want and are now going to limit my Data Usage and start charging me higher prices. That's Bait And Switch.

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[Ticket: # 718872 - Comcast illegal data caps.](#)

**Date:** 12/21/2015 11:58:45 AM

**City/State/Zip:** Miami, Florida 33144

**Company Complaining About:** Comcast

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## **Description**

Data is NOT a limited resource. It is a simple transfer of information between computers something that is intended to be free and open. Why is Comcast allowed to cap data? Why is the FCC allowing this? Did we not just decide on NET neutrality? Comcast is charging me for data when I don't use their Internet services!!!

If i stream video from their network it's completely fine, doesn't count against the data caps. But, you see, I don't like Comcast's services so when I watch Netflix, Hulu, Rent Movies from iTunes, Games from Steam or Origin that are over 40GB in size my family blows through the data cap within two weeks. SO now I have to pay another \$30 a month for unlimited data. For the same internet that I had 3 months ago! I cannot express the rage that is coursing through me as I write this. I cannot fathom why the FCC hasn't put an immediate stop to this. This is a complete outrage! Data is NOT a limited resource!

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**Ticket: # 719209 - Speed/Data Cap Issue**

**Date:** 12/21/2015 2:16:35 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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**Description**

Where do I start? I am promised 100mb/s from Comcast and am always around 30mb/s. I have had a technician out 3 times to look and they constantly say its ok. Then I am mocked when I call and they say just to unplug it and plug it back in.

As far as data caps are concerned, a few months I am close to the 300 and go over but most of the time I find it impossible for me to hit 300 gb in a month yet I go over those months. Comcast provides no details on how I go over yet I know they are tracking and they just charge overages.

300gb is not enough in the first place and its criminally wrong to put that in service when no other services are offered in my area.

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**Ticket: # 719630 - Comcast Data Cap**

**Date:** 12/21/2015 4:42:28 PM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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## **Description**

I renewed my Comcast account in September 2015. Since then, my data usage has stayed under 300GB per month. This month, on the 17th, I received notice that I had gone over my data cap and would be charged \$20 for Comcast automatically adding an additional 100GB onto my account. In 4 days, I have supposedly used 53GB. My internet usage has not changed in the last few months, but what has changed is that Google Fiber was installed a few miles away from my location and there has been a large number of people cancelling their Comcast internet service in favor of Google Fiber. Indeed, if it was an option, I would pay any fine to get away from Comcast and their arbitrarily defined "average" data usage.

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**Ticket: # 719693 - Data Caps**

**Date:** 12/21/2015 5:07:48 PM

**City/State/Zip:** Fort Lauderdale, Florida 33314

**Company Complaining About:** Comcast

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**Description**

I pay for internet service. I pay my ISP to provide me access to the internet from home; the internet that has become vital and absolutely necessary in this day and age.

My children stream Netflix. I watch Netflix. We watch YouTube videos. Sometimes, we like to use our Plex Media Server remotely when we are away from home.

Why are they allowed to tell me how much I can stream, when I already pay them at a huge markup and profit margin, and force me to pay \$30/mo more for what I already had?

Top it off, the anti-competitive actions these companies are taking.

Why isn't the FCC acting to protect consumers? We're getting screwed here and there you are, allowing corporate American to become even more so.

Data caps cannot be permitted to continue, it's raking the consumers for cash and anti-competitive in its very nature.

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**Ticket: # 720460 - All the things that Comcast Monopoly prevents me from doing**

**Date:** 12/22/2015 3:03:57 AM

**City/State/Zip:** Acworth, Georgia 30102

**Company Complaining About:** Comcast

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## **Description**

With a 300GB data cap and no other broadband option in my area (30102), Comcast is able to prevent me from using Netflix, Hulu, YouTube, Xbox, Playstation, Sling TV, Crackle, ESPNS, and other services freely. I have no option to leave if I want to maintain broadband speeds in my home (which are required for my work), and Comcast is able to effectively tell me that I can not use these other services constantly throughout the month without paying overage fees. Of course, when I call customer support they just try to upsell me more constrictive services as they did yesterday.

FURTHERMORE, there is NO WAY for Comcast to prove that I have actually used the amount of data that they claim I have used. This is like getting a water bill at the end of the month saying I owe \$200 in water usage, but not providing me ANY proof that I have actually used \$200 in water. SHOW ME the usage, minute by minute or MB by MB. I monitor my incoming and outgoing traffic through my personal router and have found a 24% difference between what Comcast claims I've used and what I'm recording, to Comcast's benefit. I will be meeting with a lawyer soon about this extortionary practice.

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**Ticket: # 720494 - Comcast Internet**

**Date:** 12/22/2015 7:42:54 AM

**City/State/Zip:** Snellville, Georgia 30078

**Company Complaining About:** Comcast

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## **Description**

Comcast recently enforced a data cap usage to my plan. This is a direct way to charge fees to customers for not subscribing to their TV cable services. Currently I have decided due to high costs involved to cut my cable and use Netflix, Hulu, and other streaming competitors for TV entertainment. A data cap is a direct way for Comcast to eliminate this competition. It is unethical and frankly I do not have any other options with the monopoly they hold in my community. Data caps are becoming more and more popular and they are not right. The FCC should be more involved in net neutrality and be doing something about it.

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[Ticket: # 727996 - No more data caps](#)

**Date:** 12/29/2015 4:45:54 AM

**City/State/Zip:** Miami, Florida 33161

**Company Complaining About:** Comcast

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## **Description**

There shouldn't be any data caps on internet services. This punishes people who work from home and/or don't watch TV programming through traditional means.

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**Ticket: # 720706 - Comcast Data Caps**

**Date:** 12/22/2015 11:40:56 AM

**City/State/Zip:** Corryton, Tennessee 37721

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented data caps in my area without any notification. On top of this they have not offered an option for me to opt out. Data caps are ridiculous for end users. My family likes to play online games and for the last year I have had ZERO issues with my data usage only using half my allotted amount twice. Suddenly Comcast says I have used more than twice that amount. I had no idea until yesterday I even had a cap, but nothing has changed in my house with data usage and Comcast isn't helping solve the situation.

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[Ticket: # 720872 - Data limitation to 300Gbps on Comcast](#)

**Date:** 12/22/2015 12:34:47 PM

**City/State/Zip:** Pembroke Pines, Florida 33028

**Company Complaining About:** Comcast

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## **Description**

Why on earth would you implement an unnecessary restriction for no reason!

There are already data caps on Cellphone service.

There is no need for restrictions for data limits for home use!

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**Ticket: # 721091 - Comcast Data Caps**

**Date:** 12/22/2015 1:30:13 PM

**City/State/Zip:** Dresher, Pennsylvania 19025

**Company Complaining About:** Comcast

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## **Description**

I am very concerned about Comcast's plans to enforce 300 gb data caps on its customers. As a long time Comcast customer, I cut cable a year ago as I found it was not worth the money. Now my family uses the internet to access entertainment services to our home, such as Netflix, Hulu and YouTube. We watch a normal amount of shows, and listen to a normal amount of music. The past three months we have gone well above 300 gb, and will soon be forced to pay extra for the privilege of having the same exact service as before. Data is not a limited, finite resource as they are trying to lead people to believe. It's also not about managing network congestion, as they have already admitted. This is pure greed from a company that has a monopolistic stranglehold on an essential resource in today's society.

I'm more than happy to pay a reasonable amount for my internet access, but with these data caps Comcast is acting unreasonably and against the interests of society. They are only acting in the interest of their executives and shareholders, when the company rakes in hundreds of millions of dollars from these fabricated caps.

Please do something to end these bogus "data caps" so that we can use the internet without fear of incurring burdensome and unnecessary financial harm.

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**Ticket: # 721218 - data cap is wrong**

**Date:** 12/22/2015 2:07:18 PM

**City/State/Zip:** Greeneville, Tennessee 37743

**Company Complaining About:** Comcast

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## **Description**

as of recently in my area Comcast has added a 350gb data cap saying that most people don't use even that much but that is a complete lie just one high definition movie from Netflix will get up to 2-3 gigs in just one movie. now i am a gamer i am always buying and downloading different games some of which are over 50-70 gigs of data for just one game it is wrong that they are going to make me have to pay more for a resource that has always been for one rate i pay 86 dollars a month for 50mb/s and i have been paying this for a long time this change is purely so they can make more money out of the people but some people cant afford higher internet bills like me 86 dollars a month is just barely within range of what i can pay along with other bills. and with only a 350 gig download cap i can easily fill that up in 5 days if i had to do a wipe on my computer to fix one problem or another because i would have to download all my games again and the amount of games i own now far surpass the download limit.

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[Ticket: # 721439 - Comcast data caps](#)

**Date:** 12/22/2015 3:19:28 PM

**City/State/Zip:** Salem, Oregon 97306

**Company Complaining About:** Comcast

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## **Description**

This is completely for the company and not for the consumer's!!! Comcast is a monopoly!! Being forced to go to data caps is asinine!! This will truly hurt the consumer's !! This should not be allowed !! If this is implemented in my market I will be downgrading and going to a hotspot with unlimited data or possibly a DSL provider ... Since again Comcast is the only high speed provider in my market due to its monopoly ...

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**Ticket: # 721450 - Potential Violation of Net Neutrality and billings services****Date:** 12/22/2015 3:24:53 PM**City/State/Zip:** Miami, Florida 33165**Company Complaining About:** AT&T

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**Description**

I currently have DSL internet with AT&T and am paying \$80-\$90 a month for 6mbps speed. Normally, my internet would be \$60 a month, but AT&T has begun to place a data cap on my internet consumption, without being able to offer me a change to pay for an upgraded service. I only found out about this cap in August when looking through my bill. When I called to ask about the \$20+ charges, I was informed of the cap. This was the FIRST TIME that I learned of the cap's existence - ONLY by calling to complain about my bill.

While I have been informed that I could receive a higher cap if I purchase a more expensive service, I have also been informed that such services are unavailable in my area. In other words, AT&T is punishing its customers for its own inability to provide faster and more encompassing services. Let me repeat - the ONLY way to get a higher cap is to purchase services that AT&T is preventing me from purchasing.

I have spoken numerous times with the billing department to rectify this service and have hit a wall each and every time. I feel this "cap" goes against Net Neutrality laws by establishing a "tiered" system, in which only the rich can afford to enjoy the full breadth of the internet. This is because such caps (100 gb/month for AT&T) limits users from enjoying even the most basic streaming services for fear of incurring \$20-\$30 monthly fees.

I have taken steps to switch internet providers, but felt I could not stay silent on this issue.

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[Ticket: # 721979 - Armstrong's data caps](#)

**Date:** 12/22/2015 6:52:09 PM

**City/State/Zip:** Cranberry Twp, Pennsylvania 16066

**Company Complaining About:** Armstrong Cable

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## **Description**

Armstrong cable is forcing a 200 gb data cap on all customers who remove the TV package from their plan. This is unfair to customers who are using services such as netfix to get their entertainment instead of standard cable. With the lack of competition in the area I have no choice but to continue using this service.

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**Ticket: # 721997 - Comcast Data Caps**

**Date:** 12/22/2015 7:05:16 PM

**City/State/Zip:** Memphis, Tennessee 38104

**Company Complaining About:** Comcast

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## **Description**

My household is an average one in terms of internet use. There are two adults and no children in the household, and we both work full time NOT from home. On evenings and weekends we spend time watching Netflix and HBO Now, we browse the internet, I play games on my PC (99% offline, just download the games themselves and necessary patches).

We were just informed we are this month exceeding Comcast's 300GB data cap in our area. This is unconscionable. We don't torrent files or in any other way use our service illegally. We don't run a server or business out of our home. We don't have a dozen roommates trying to share one internet connection. We are two people, using the internet to do normal things, and being taken advantage of because our state laws essentially give Comcast a monopoly on internet service and no one stops them from capping us for no reason beyond the fact that they can profit overwhelmingly from the additional charges they levy on us.

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**Ticket: # 722398 - Data Cap**

**Date:** 12/22/2015 11:07:37 PM

**City/State/Zip:** Roland, Arkansas 72135

**Company Complaining About:** Comcast

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## **Description**

Netflix, Microsoft Services - Xbox, and Online gaming services for entertainment are being limited. I was paying for unlimited internet service before I was forced into a plan with a Data Cap of 300gbs. Now I must pay an additional \$30 a month for the same plan I had before? If they are going to limit our use shouldn't they drop the cost? The future of online services are being held back because of companies like Comcast that only want to make more money off entertainment, and force other companies like Netflix to not operate in a manner that we could use. An Xbox game is almost 70gbs to download, that is most of my data plan. So that means I need to cancel one of these services, or not buy games because I am being charged the same price for internet service that was unlimited, if I want to keep those services I am being bullied into paying even more before I can enjoy online services.

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**Ticket: # 722485 - Comcast Internet Data Caps**

**Date:** 12/23/2015 2:50:00 AM

**City/State/Zip:** Houma, Louisiana 70364

**Company Complaining About:** Comcast

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### **Description**

Comcast should be stopped in its data cap and overage charges on the internet plans. They are holding customers hostage as they know they are limited to alternate means of internet usage. In my case, no DSL or other high speed internet competitors have service to my address. Home internet service should not be charges by usage, but rather the speed you want. Comcast is charging for the speed and then the amount you use even though their charges done go up any more. They are gouging their hostage customers with small data caps that they know they will exceed anyway. Someone needs to stop them!!!

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**Ticket: # 722501 - Data Cap**

**Date:** 12/23/2015 6:50:21 AM

**City/State/Zip:** San Diego, California 92101

**Company Complaining About:** Cox

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## **Description**

I have a data cap of 350 gb per billing cycle. My home internet is not a phone, my ISP is attempting to double dip with their customers who pay for internet service and then are penalized and must pay again to use what they already pay for. This is particularly important to the future of television because myself and many others choose not to pay for cable and use the internet to receive our video media. Cable companies have a conflict of interest here as data caps exist to hinder consumers choice to use new forms of media distribution online. No cable company should be allowed to have the ability to double charge like this and attempt to leverage the market to disincentive or penalize customers who choose not to purchase cable tv service.

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[Ticket: # 722638 - Comcast data caps](#)

**Date:** 12/23/2015 11:19:05 AM

**City/State/Zip:** Locust Grove, Georgia 30248

**Company Complaining About:** Comcast

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## **Description**

Comcast is limiting residential customers to 300 GB of usage per month, after which an overlimit fee of \$10 per 50 GB applies . Comcast has not and can not explain how consumers go over and can not explain why they are using a data cap. There is no data meter showing the hours of data usage or what was downloaded either. I believe Comcast is implementing this cap due to more people are using streaming shows and not cable, which is completely unethical.

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**Ticket: # 722733 - Comcast Data Cap -- Lack of Transparency****Date:** 12/23/2015 11:59:53 AM**City/State/Zip:** Nashville, Tennessee 37205**Company Complaining About:** Comcast

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**Description**

After receiving notice that I would be charged for going over a "data usage cap" for the month, I contacted Comcast from my home in Nashville, TN. I asked what the purpose of data capping was, and I never received a clear answer. I received the response that it was 300GB -- which I already knew -- and that I would be charged for going over that, but I was not told why it was happening. From my understanding, the issue of scarcity is not applicable here, and Comcast said they would not throttle my internet as a result of this overage. However, it is having a deleterious effect on how I consume third-party entities, like Netflix, Hulu, and Steam, which I feel I am entitled to use at my own discretion. This will, in essence, have a chilling effect on my consumer experience with companies that I pay for outside of Comcast, and even if it were clearly explained and disclosed to me -- which it was not -- I would be inclined to believe that this is a method for upselling the public on a service that is neither helpful nor needed. I would like for the FCC to investigate the legality of this issue, as well as its application to the consumer experience.

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[Ticket: # 723293 - Comcast data cap of 300gb](#)

**Date:** 12/23/2015 3:52:49 PM

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

**Company Complaining About:** Comcast

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## **Description**

I would like to formalize my complaint regarding Comcast's new 300gb data cap for internet users. The cap wasn't part of my terms of service when I joined and I was on a 24 month contract which should keep my original terms of the agreement as stated.

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[Ticket: # 725582 - Home data caps](#)

**Date:** 12/27/2015 7:07:42 AM

**City/State/Zip:** Little Rock, Arkansas 72211

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing data caps in areas where there's no competition. Comcast has turned into a monopoly and with it has provided amazingly shitty service.

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**Ticket: # 724930 - Data Cap**

**Date:** 12/26/2015 1:55:42 AM

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

**Company Complaining About:** Sudden Link

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**Description**

Suddenlink has imposed a data cap much like a mobile company does with their mobile internet. Uncalled for.

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**Ticket: # 723597 - ATT U-Verse Data Cap**

**Date:** 12/23/2015 6:33:28 PM

**City/State/Zip:** San Diego, California 92123

**Company Complaining About:** AT&T

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## **Description**

I was just informed I have a data cap for my U-Verse service, and this wasn't clearly disclosed when I signed up for service. Now that I have found out I do have this cap (which makes no sense as I'm already paying for a speed tier), I've tried to find my current usage. ATT makes no mention of where to find it when I log in, so I called them. The phone representative could not help, and didn't have a clue about why I would want to check. He kept repeating that ATT would inform me if I went over the cap, but wouldn't direct me to find my own usage. I tried the internet chat support, and it was the exact same story. She gave me a website, and a 'help' link, but neither of those actually gave me my current internet usage. I don't see how this is a fair business practice.

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**Ticket: # 723722 - Cable One Internet usage data caps**

**Date:** 12/23/2015 8:14:35 PM

**City/State/Zip:** Prescott, Arizona 86305

**Company Complaining About:** Cable One

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## **Description**

Cable One imposes a monthly data cap on internet usage which penalizes use of other non-Cable One programming sources like Netflix or other internet streaming sources. If the monthly cap is exceeded 3 times in a 12 month period, Cable One forces the customer to pay for a more expensive internet service plan even though the customer's average monthly usage is well below the data cap. The customer cannot track Cable One's claimed data usage in real time. Cable One only provides data usage information in arrears. So, for example, if the customer is close to the monthly data cap and Microsoft downloads Windows 10, or some other large update is transmitted, the customer can find out after the fact that the data cap was exceeded. Further, if the customer subscribes to a TV programming source like Hulu or Netflix offered by Cable One, Cable One assesses the usage against the data cap even though it does not assess any data cap usage against Cable One programming delivered over the same internet cable line. Recently Cable One increased its internet download speed with much public fanfare, but it did not increase its data cap. So it has made it easier for its customers to download large data files while retaining the penalty for doing so.

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**Ticket: # 723766 - Illegal COMcast internet data cap**

**Date:** 12/23/2015 8:48:39 PM

**City/State/Zip:** Mt. Pleasant, South Carolina 29464

**Company Complaining About:** Comcast

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## **Description**

Comcast is illegally charging us additional money for data usage. We signed a contract with comcast and were never told of this data cap. We have tried to deal with comcast over the phone but they only pass us from representative to representative until one hangs up on us. Our record on the phone with them is seven hours and thirteen representatives with nothing being resolved. They only offer us to transfer to comcast business and pay more money to lift the cap, but if we wish to change to a lower service, or cancel our contract, they threaten us with termination fees and late charges and collection agencies.

There is no service department at comcast who will help us or even speak to us about the data cap. It seems as if they are ignoring us and passing us off to silence us rather than help us. They have lied to us constantly about multiple packages and options, but then will not tell us the truth about the actual data plan. If possible, I would like to get any contact information on how I can go about suing this company for their illegal business practices. Thank you.

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[Ticket: # 723846 - Zero rating with data caps](#)

**Date:** 12/23/2015 9:59:54 PM

**City/State/Zip:** Cherry Valley, California 92223

**Company Complaining About:** T Mobile

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## **Description**

ISPs are not allowed to control what I use the internet for. T Mobile has a policy called "binge on" With a data cap applied they give preferential treatment to specific use of the internet using a "zero rating". This has the same effect as throttling and blocking which has been determined to be illegal. Any attempt by any ISP to control the direction of flow of data of the internet is wrong. It will harm free speech, prevent innovation, and give ISPs unlimited power. Data caps by themselves do not control the direction of the internet. No one person or entity should have control over the direction the internet. Zero rating should not be allowed to be used by any ISP. The potential for abuse and discrimination is huge and grossly out weighs any possible benefit from allowing the practice.

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**Ticket: # 723889 - Data Caps imposed by Penteladata**

**Date:** 12/23/2015 10:43:20 PM

**City/State/Zip:** Bushkill, Pennsylvania 18324

**Company Complaining About:** Blue Ridge Cable

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## **Description**

The data caps imposed by our local cable company are unrealistic and stifling to a family of 5 with tech savvy kids that use sites like youtube, Lynda.com, and Khan Academy for learning. We are afraid to use these sites because of the exorbitant fees our cable company is charging. Most of the learning programs use video streaming and that is what is using most of the bandwidth.

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**Ticket: # 723894 - Cable One Data caps.**

**Date:** 12/23/2015 10:51:48 PM

**City/State/Zip:** Diamondhead, Mississippi 39525

**Company Complaining About:** Cable One

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## **Description**

Cable One in Mississippi is using data caps to sell more TV packages. If you try to cut the and use Netflix, Hulu, Amazon Prime for example you can eat up a lot of data especially with a Ultra HD 4K television.

Cable One is using this to try to force you back to ordering their television packages.

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[Ticket: # 723955 - Comcast imposing data limits on unlimited internet access.](#)

**Date:** 12/24/2015 1:17:10 AM

**City/State/Zip:** Davie, Florida 33314

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a data cap on their unlimited internet plan I have had for years with them without my consent. In addition to this cap I have been charged for more bandwidth on a plan that was set at unlimited. We are in the Ft Lauderdale area and were first given no warning but secondly the issue is that I signed a contract for unlimited data and now I am being capped. This cannot be allowed to happen as more and more internet companies are going to dictate what we can or cannot do with our internet.

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**Ticket: # 724029 - Comcast Data Caps and Overage Charges****Date:** 12/24/2015 9:50:02 AM**City/State/Zip:** Santa Clara, California 95051**Company Complaining About:** Comcast

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**Description**

Comcast recently started trialling data caps of 300GB on some cable internet connections in certain geographical locations. After 300GB, users are charged \$10 per 50GB. Comcast's network isn't congested and they are doing this purely for profits. Their CEO recently stated his intentions for the data caps and overages (<http://www.businessinsider.com/comcasts-ceo-wants-the-end-of-unlimited-data-2015-12>) and it's purely about profits.

Data caps on wired home broadband connections will stifle innovation and prevent the internet from being open as it was designed. Data caps on wireless are reasonable as long as they're not unreasonable small and grow larger as the technology changes to allow more capacity.

Please stop this trial from becoming a reality. Many of us don't have any other option except Comcast and will be forced into this.

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**Ticket: # 724146 - Anticompetitive Data Caps**

**Date:** 12/24/2015 12:15:42 PM

**City/State/Zip:** Bryan, Texas 77801

**Company Complaining About:** Sudden Link

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**Description**

This letter is in regards to the unfair business practices of the imposition of data caps on the consumer. I believe that these caps are against the principles of a free internet as they unfairly punish consumers who choose to work from home and use alternate sources of media programming (eg, services like Netflix, Amazon Instant Video, Youtube, et cetera).

As a “cord cutter”, forcing us to choose between a cable package and having to go over our monthly data plan is unethical and anti-competitive towards those other media services. As a graduate student of limited income, these choices are tough to make, and unfairly punish those who cannot afford to have both internet and cable. And since I have to occasionally work after-hours from my house, getting rid of the internet is not an option.

I am currently enrolled in the most affordable internet option at 50mbps down and 10mbps up, with a 250gb data cap (which is more restrictive even than Comcast’s much loathed data limits). This means that when we are using our connection at its maximum bandwidth (such as when streaming media), we only get 11.1 hours of use per month. This is insane, as it greatly limits our ability to access the internet fairly simply because we cannot afford to purchase more internet access.

In summation, data caps unfairly restrict internet access and usage while favoring access to those who have the means to pay for better plans in a limited market.

Thank you,

(b) (6)

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**Ticket: # 724154 - Unethical Problem with Comcast**

**Date:** 12/24/2015 12:25:06 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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## **Description**

I had contacted the FCC previously about Comcast putting data caps on internet usage and charging for anything above that, which is occurring in the Shreveport, Louisiana area. This is infringing on the net neutrality law that was passed because people who are using Comcast, which is currently a monopoly in this area, are having to pay extra to continue using. This is something that has been long going and currently has escalated into something which is causing people to spend even more money than they need to for internet usage. This is something I feel must be addressed.

I was also told that I would have a written letter from Comcast in response to my previous complaint, which I never received.

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**Ticket: # 724159 - Comcast data caps**

**Date:** 12/24/2015 12:29:40 PM

**City/State/Zip:** Hanahan, South Carolina 29410

**Company Complaining About:** Comcast

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## **Description**

<http://bgr.com/2015/11/19/comcast-data-cap-2015-bad-for-us-all/>

I've just been notified that I 1) have a data cap of 300GB, 2) I'm about to run over for the month. This may have existed before, but this is the first time I've hit the cap. We have directTV, but also use on-demand, amazon prime, hulu, and youtube. It would appear that spending a bit more time at home results in more usage. At \$60-80/month for internet service I'd 1) think we'd be paying this more like a utility, Comcast freely admits this isn't about congestion 2) I'd hope that there would be some competition in my area to reduce rates and provide more capacity. This is another Comcast move to make money, and use it's monopolistic reach to squeeze out other competitors/content providers in the market.

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**Ticket: # 724384 - Data Caps**

**Date:** 12/24/2015 3:54:26 PM

**City/State/Zip:** Live Oak, Texas 78233

**Company Complaining About:** Comcast

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### **Description**

Data caps either need to be banned or nothing less than 1000 GB per month at this time. If Time-Warner can provide the service without caps everyone should be able to. I pay \$60 per month for 200MB down and 30MB up from Time - Warner and no data cap. Less than this just give cable companies more of a monopoly on entertainment.

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**Ticket: # 724393 - Comcast Data Caps**

**Date:** 12/24/2015 4:00:53 PM

**City/State/Zip:** Miami, Florida 33185

**Company Complaining About:** Comcast

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**Description**

Comcast is still capping data usage in my neighborhood. There is no reason they are doing this and their tools for measuring our data do not give accurate information to show where we are using this data and how we can limit this. Here are a few news articles to show that I am not simply making this up:

<https://www.yahoo.com/tech/s/leaked-comcast-docs-prove-300gb-data-cap-nothing-003027574.html>

<http://arstechnica.com/business/2015/12/comcast-admits-data-cap-meter-blunder-charges-wrong-customer-for-overage/>

<http://arstechnica.com/business/2015/12/sling-ceo-comcast-data-caps-so-low-they-hurt-competing-video-providers/>

I have filed a complaint before about this with the FCC and you did nothing but pass me along to Comcast. Comcast called me and promptly told me about the data caps and said that they had no idea when their "trial" period would end. Comcast's business practices are hurting net neutrality so please consider doing something instead of letting them get away with this.

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**Ticket: # 724711 - Comcast / XFINITY Data Caps**

**Date:** 12/25/2015 2:14:37 PM

**City/State/Zip:** Greeneville, Tennessee 37743

**Company Complaining About:** Comcast

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### **Description**

My areas has been hit with a "Data cap", which is highly unacceptable. Internet Usage should not be limited, because The Internet is just that. The Internet. It shouldn't be something that someone can say we're limited on. In fact, a lot of Jobs require internet - and if you have a Data Cap, how are you able to do your job half the time? Its hurting peoples Jobs and Income because of a 10\$ Fee every time you go over 50GB. 50GB to a Computer - isn't enough, and neither is 300GB.

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[Ticket: # 724745 - Comcast Data Usage Cap](#)

**Date:** 12/25/2015 3:19:22 PM

**City/State/Zip:** Mount Pleasant, South Carolina 29466

**Company Complaining About:** Comcast

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## **Description**

The internet data usage cap is an expensive tool issued by Comcast to dissuade internet users from streaming applications. It entirely takes advantage of the general populace, being that, instead of Comcast giving incentive to use their cable, they're fining you for looking into alternative sources. It should not be on the customer's shoulders to make up for a poorly adapting business. A data cap is absolute ludicrousness and I demand a change.

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[Ticket: # 724808 - Comcast data caps](#)

**Date:** 12/25/2015 5:53:57 PM

**City/State/Zip:** Franklin, Tennessee 37064

**Company Complaining About:** Comcast

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## **Description**

I would like to enter a formal complaint on Comcast's internet data cap policy and how anti consumer I believe the policy to be. I live in a market where Comcast is the only solution and thereby holds a monopoly on a service that has become as common as electricity. I do not believe Comcast's stance they are enforcing this as a fair consumer policy thereby fairly distributing bandwidth.

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**Ticket: # 724865 - Data Caps and Comcast**

**Date:** 12/25/2015 9:47:43 PM

**City/State/Zip:** Shoreview, Minnesota 55126

**Company Complaining About:** Comcast

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## **Description**

Data Caps are an artificial scheme made up by Internet providers (comcast) to make up the money lost by people leaving cable behind. It is completely ridiculous, especially considering Internet is starting to be considered a necessity in today's world. Data Caps should not be allowed, especially by a company as large as Comcast that is essentially a monopoly in many areas.

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**Ticket: # 724904 - Comcast net neutrality abuse**

**Date:** 12/25/2015 11:46:57 PM

**City/State/Zip:** Miami, Florida 33179

**Company Complaining About:** Comcast

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## **Description**

The monopoly that is high speed internet in this country is corrupt beyond imagination. Aside from abusive customer service practices wherein the customer is consistently billed for services and items that were never agreed to, Comcast is now implementing data caps where we are now charged for using over 300 GB. This arbitrary number is miniscule, as it's extremely easy to use 20 GB by simply watching a streaming service such as Netflix or Hulu, racking up a tenth of your allowance in less than a day. In a household with more than one person, this effect is exponential. In addition, downloading a video game, most of which are sold digitally nowadays, can take up to a fifth of your monthly data. This business practice would be fine, because I'd be more than happy to leave and join another service, but with Florida's laws regarding broadband internet, they've fostered a monopoly where the only two providers of High-speed internet available in my area are Comcast and AT&T, both of which are seemingly in cahoots to implement the same practices so we, the consumers, have no alternatives because competition is nonexistent.

I write you as a concerned citizen fearful of the assault on an open and free internet. Please help us, you're our only hope.

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[Ticket: # 724915 - Data caps](#)

**Date:** 12/26/2015 12:26:25 AM

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

**Company Complaining About:** Comcast

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## **Description**

I am concerned with companies introducing arbitrary data caps and limits, particularly as we are learning online that the mechanisms to measure data usage are wildly inaccurate.

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**Ticket: # 724919 - Data caps**

**Date:** 12/26/2015 12:50:01 AM

**City/State/Zip:** Biloxi, Mississippi 39532

**Company Complaining About:** Cable One

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## **Description**

I was forced to cancel my home Internet service after exceeding a data cap imposed by my internet service provider (cableone.net). We don't watch cable network television in my house because in recent years it has all been garbage. Instead we use services like netflix, amazon prime video, and Hulu so my daughter and I can watch shows that we enjoy watching. After 3 months of exceeding the 300 gb data cap (first month broke 300, second month broke 400, and the third month where we weren't watching but maybe a few shows a day and sticking mostly to our dvds the cable company claimed we exceeded 500 gb.) The only option I was given was to upgrade to their plan with a 750gb data cap which cost an extra 130 a month or to cancel my service with them.

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[Ticket: # 724925 - Sudden link data caps](#)

**Date:** 12/26/2015 1:43:51 AM

**City/State/Zip:** Kingman, Arizona 86409

**Company Complaining About:** Sudden Link

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## **Description**

As per rule 153 of FCC 15-24, it is stated concerns will be addressed on a case-by-case basis on the subject of data caps. As a[n] [description-of-your-household], I feel as though my household is an excellent case that should be reviewed.

Suddenlink is enforcing a data cap with the higher end 75 meg connection at 350 gig data cap that I can go through in about two weeks. the overage charge is \$50 per 10 gigabyte blocks and I fell this is excessive considering I received no notification or discount for receiving less service.

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**Ticket: # 725006 - Comcast Complaint**

**Date:** 12/26/2015 11:17:59 AM

**City/State/Zip:** Miami, Florida 33187

**Company Complaining About:** Comcast

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## **Description**

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 725153 - Comcast data cap](#)

**Date:** 12/26/2015 3:00:29 PM

**City/State/Zip:** Summerville, South Carolina 29483

**Company Complaining About:** Comcast

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## **Description**

Comcast is using creative language to impose a data cap. It's stupid, abusive, greedy, and everyone knows it. Do something about it.

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**Ticket: # 725181 - Data cap**

**Date:** 12/26/2015 3:36:34 PM

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

**Company Complaining About:** Comcast

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## **Description**

We are one of the unfortunate Comcast customers that is subject to their trial "data plan". Of course we had not received any notice from Comcast that this was the case until we started getting popups on our web browsers that we have apparently hit 90% of our data for the month. Since we are a very typical consumer of data we never thought that we would be among the 8% of customers that Comcast claims use more than 300GB per month.

Our concern is that our entire library of movies and television is in the cloud. By limiting our access to library that we have purchased, they are effectively giving us no option but to use their on-demand service. It would seem that they are using their position as the single biggest television and internet provider to bully us into buying more of their services. If these data caps are allowed to continue, then the Comcast monopoly will simply continue to grow.

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**Ticket: # 725461 - Data Caps**

**Date:** 12/26/2015 11:25:36 PM

**City/State/Zip:** Twin Falls, Idaho 83301

**Company Complaining About:** Comcast

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## **Description**

Data caps are becoming more common throughout the US. However, additional data, even 100's of GB's, barely costs the ISP anything - just cents on a dollar. ISP's with a monopoly in the area are not shy to introduce data caps. Look at Comcast- they have added data caps in certain areas. Look at those specific areas, and you find the ISP competition is scarce. Wherever they have competition, data caps are avoided. Please ban data caps, or at least make data cap overages reasonable!

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**Ticket: # 725545 - Comcast data caps**

**Date:** 12/27/2015 2:29:17 AM

**City/State/Zip:** Germantown, Tennessee 38138

**Company Complaining About:** Comcast

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## **Description**

hello my name is (b) (6) i have had to deal with comcast data caps for months now and im am fed up with it it is stupid that it was not a problem before but now i have to worry every month about going over my cap and paying extra for going over. and the worst part is i cant even tell why im going over my cap and i also have no idea how im going over the cap there are only two people living in my house and we can easily go over our caps by the end of the month. please help us and everyone else who is suffering from these absurd data caps

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[Ticket: # 725553 - Comcast Data Caps...](#)

**Date:** 12/27/2015 3:32:01 AM

**City/State/Zip:** Albany, Oregon 97322

**Company Complaining About:** Comcast

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## **Description**

I am deeply concerned about the latest move by cable companies to implement data caps on consumers. This is similar to the stunts pulled by the cell phone providers a few years ago which resulted in consumers paying 20-30% more per month for the same service.

My main concern with the cable company's plan is that there are no alternatives in most markets. After some of the recent mergers, even less than before.

Also, the Comcast plan gives preferential treatment to Comcast's own content. That is video-on-demand (when it is delivered to a Comcast customer) is excluded from the data caps. However, if the content originates from non-Comcast owned services like Netflix, Hulu, etc it is subject to the caps. I hope you will consider limiting Comcast's (and other service providers) ability to unilaterally raise rates (implement caps) in markets with no other competing services. The real issue here, of course, is completion (or lack thereof). If there were alternative service providers in the marketplace then attempts for these type of rate increases would be much less likely. At the very least I would like to see Comcast's own content included in any bandwidth metering. My guess is that would significantly reduce the likelihood of implementing data caps, or at least lessen the burden on consumers.

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**Ticket: # 725610 - Comcast Data Cap**

**Date:** 12/27/2015 10:20:18 AM

**City/State/Zip:** Brooks, Georgia 30205

**Company Complaining About:** Comcast

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## **Description**

A year ago the 300GB cap limit was somewhat Irrelevant. Our video games and movies were on DVD or CD, our telephone was by cell or landline etc. Now however, everything is a download, and cell phone is over wifi calling cuz the cell service is so poor. Movies are from Amazon, and even my house is operated by Amazon Echo (over wifi). Music streams and one downloaded video game is 50-80gb. I have been going to the "smarthome" for energy efficiency only to see the 300GB now becoming a real problem and extra expense. The competition here (AT&T is worse with a 250GB data cap). This needs fixing as it seems only to benefit those companies and limit our choices for information, data and energy efficiency.

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**Ticket: # 725614 - Comcast**

**Date:** 12/27/2015 10:23:41 AM

**City/State/Zip:** North Miami Beach, Florida 33160

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented data caps on my account of 300GB. The area I live in Comcast has no competition. I did not agree to this contract change, they unilaterally changed it. It is obvious to me that they have implemented this to punish their competition. I use other TV services like Netflix and Hulu which directly compete against Comcast's cable TV services. Because Comcast is a local monopoly, I don't have the luxury of switching providers; they only can make this move because they in general operate local monopolies. This policy is anti competitive.

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[Ticket: # 725649 - Comcast Data Caps](#)

**Date:** 12/27/2015 11:35:59 AM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

Comcast's monthly data caps are anti-competitive, designed to strengthen and perpetuate its monopoly position against internet-based entertainment/media delivery competition from companies such as Netflix, and designed to be an end-run around the FCC's "Net Neutrality" rules. The current level of the cap, 300GB/month, is easily hit by regular users of Netflix, Amazon Prime video, gamers, etc.

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[Ticket: # 725733 - Data caps are unreasonable](#)

**Date:** 12/27/2015 2:44:18 PM

**City/State/Zip:** Boise, Idaho 83704

**Company Complaining About:** Cable One

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## **Description**

My ISP, Cable One imposes data caps on my internet. They force me to pay for faster and faster internet that I don't need, just to get packages with higher data caps. They force those of us who don't use their phone or cable services (because they are dated, expensive, and inconvenient in today's world) to pay more and more for internet because of our high usage. They claim that we are degrading the service of our neighbors by "using too much bandwidth," yet always are happy to upgrade our speeds. It never seems to take more hardware or upgrades to their infrastructure to make sure that giving us higher speeds doesn't take away from our neighbors. They data caps exist only to price gouge us into paying for more than we need. If we don't upgrade our service they threaten to cut off our service. In the notices that they send to us of going over our data caps, they say they might upgrade us automatically or might cut off our service completely. Toying with us. There is no competition here, only greed and exploitation.

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**Ticket: # 725758 - data caps**

**Date:** 12/27/2015 3:28:57 PM

**City/State/Zip:** Cupertino, California 95014

**Company Complaining About:** AT&T

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## **Description**

Dear Sir or Madam, I have internet only service from AT&T in the Cupertino, CA area. AT&T has instituted a 500GB per month data cap where each additional 10GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by AT&T over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 500GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by AT&T's data cap. We have six members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from AT&T as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Additionally, AT&T makes is extremely difficult to see how much of our internet has been used under this cap. I have to spend more than 15 minutes to chat online with a representative to find this out. In fact, AT&T customer service rep even said it themselves that there isn't a page available for customers to view our usage, thus there is no way for me to monitor whether i am nearing the cap.

Please stop the data caps!!!

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[Ticket: # 725865 - Usage limits](#)

**Date:** 12/27/2015 5:51:39 PM

**City/State/Zip:** Miami, Florida 33173

**Company Complaining About:** Comcast

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## **Description**

a limit of data for internet... i paid for speed not for data limits... they wish to charge me for data usage.. this is unfair and deceptive and goes against open internet as well... comcast has no right to impost data caps... they have not replied to my first complaint with the FCC .

The FCC and consumer protection Bureau should not allow a company as big as comcast, with the limited choices in high speed internet providers to gauge consumers for speed and data caps.

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**Ticket: # 725871 - Comcast Data Cap**

**Date:** 12/27/2015 6:05:57 PM

**City/State/Zip:** Tucson, Arizona 85749

**Company Complaining About:** Comcast

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## **Description**

I live in Tucson, Az and I am a Comcast internet user. I was just informed that I have used 90% of my internet data for the month. I am an online student, and my internet access is very important to me. I have no other choice for high speed internet in Tucson, and I think that the data cap is not fair. I don't believe that Comcast would be "experimenting" with a data cap in a town with Google fiber. There are many articles online that explain that the data cap is not about a shortage of "internet bandwidth", but only another method of generating revenue from customers that are bound to Comcast. While researching these articles I found many that suggest there are problems with the way that Comcast determines how much data you have used. I am studying Information Technology and will set my router to monitor my total data usage from now on, but I still think that data caps are unethical. I will not be satisfied until the data cap is removed.

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**Ticket: # 725874 - Comcast Data Cap Charges**

**Date:** 12/27/2015 6:15:36 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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**Description**

Comcast Xfinity has recently started charging customers in my hometown of Shreveport, La who use their internet service a fee if they go over a set limit of 300GB per month. My complaint is not that Comcast is doing this, as a company, they have the right to charge for their services.

My complaint is that I, as the consumer, have no way of seeing how they determine my streaming amount. They offer us a streaming meter on the website, but they do not show us details. I'd like to get detailed descriptions about where I am using my data. Do things like Netflix or Amazon Prime count against your data caps more than say non-streaming Internet usage or mobile apps? I am concerned that these questions have not been answered in a way that satisfies me. I want more transparency in their data tracking and a way to dispute their claims.

I am also concerned about the timing of these overage charges. I feel that it is bad business to start charging customers for streaming movies and TV (which is essentially what they are doing) right before they roll out their own streaming service, which won't affect your data allotment. That just doesn't seem right to me as a consumer. We have very limited choices in our area for reliable, high-speed Internet access. Comcast assuredly knows this. I think that Comcast is taking advantage of a lack of competition in the marketplace. By competition I mean service providers who offer comparable Internet speeds and service.

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**Ticket: # 725958 - Data Caps**

**Date:** 12/27/2015 7:57:41 PM

**City/State/Zip:** Plantation, Florida 33324-6175

**Company Complaining About:** Comcast

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## **Description**

I would like to have my household's data cap to be suspended and/or removed due to the fact that my grandmother (Enma Alvarez) knew of no data cap or what it even was until I was notified while browsing the internet and i had to research it. Comcast claims for this to be a trial but this has been going around the country for about two years which seems like a pretty long time for a "business trial". Also i believe comcast is in some violation of net neutrality due to these data caps since they are denying services such as netflix to make profit.

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**Ticket: # 726012 - Advertising using up my Comcast Data Cap**

**Date:** 12/27/2015 8:40:25 PM

**City/State/Zip:** Brandon, Mississippi 39047

**Company Complaining About:** Comcast

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## **Description**

There are laws in place to protect consumers from marketing/advertising related to cell phones because it costs consumers additional money on their mobile phone plans. As a result of the data caps Comcast has placed on Internet usage I am being forced to pay for marketing/advertising that I am being presented with on the Internet that deducts metered data from my Comcast data cap. This is wrong. I should not have to pay for marketing/advertising on the Internet. Since my Internet usage now has a data cap (and is metered at a maximum of 300GB) I should only have to pay for content that I explicitly request online. The marketing/advertising that I am presented with eats away at my data cap and forces me to purchase additional bandwidth. This practice needs to be regulated as agencies have forgotten that consumers needs protection from companies such as this.

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**Ticket: # 726032 - Comcast Data Cap**

**Date:** 12/27/2015 9:16:33 PM

**City/State/Zip:** North Little Rock, Arkansas 72114

**Company Complaining About:** Comcast

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## **Description**

Comcast's implementation of the 300GB data cap for all internet plans has affected my wife's ability to further her education; currently, 75% of her courses are taken ONLINE and require significant amounts of time and data for homework assignments, tests, etc. I am expressing my extreme displeasure of this deplorable and UNNECESSARY practice for a company which already has such a high profit margin. Thank you for your consideration.

Sincerely,

(b) (6)

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**Ticket: # 726199 - Internet Throttling and Data Caps**

**Date:** 12/28/2015 1:58:51 AM

**City/State/Zip:** Boise, Idaho 83702

**Company Complaining About:** Cable One

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**Description**

My internet provider CableOne is has imposed data caps to negatively affect coward cutters. They have accused me of using 300 gigabytes of data over a month and are trying to force me into an unreasonably expensive plan. They are now throttling my internet speed making it impossible to browse the internet or watch Netflix.

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[Ticket: # 726242 - Comcast data cap, internet throttling, and billing](#)

**Date:** 12/28/2015 8:45:11 AM

**City/State/Zip:** Tucson, Arizona 85742

**Company Complaining About:** Comcast

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## **Description**

Every month comcast claims I am going over my "newly implemented data caps", even when we unhook our modem to see if they still charge us. Also our bill always fluctuates sometimes more than double, even though we supposedly have a contract. And when I noticed that my internet speed always slowed down by as much as 90% every month around the same time, I called customer service and recorded 2 of their own employees confirming that this was happening and that they didn't feel it should be, but there was nothing they could do about it. But when we threaten to switch to satellite somehow then they will give us a "special break" and reduce our bill. I live in Tucson Az. and have no other choice but comcast if I want internet speeds above 20mbps. This company is hated in this town, but they have a stranglehold on all of us. Please do something to stop this horrible company's bullying practices.

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**Ticket: # 726307 - Comcast's rolling out of data caps with fees for overages****Date:** 12/28/2015 10:29:36 AM**City/State/Zip:** Berne, Indiana 46711**Company Complaining About:** Comcast

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**Description**

In my account, there's a note about the 250GB cap currently being suspended in my area, but I do not intend to sit by quietly until the day they do activate it on my account. It's unfair and punitive. One month I might use under 200GB, then possibly 400+ GB another month. I fear the day they implement a cap for me, and worry about what few alternatives I have in my area.

Here's an example of the kind of misleading arguments we as consumers have to try to combat: The Comcast CEO has defended caps recently by making reference to truly finite, exhaustible resources like fossil fuels, but if that's the case then why aren't all the Comcast customers under the cap, who use very little "gasoline," being refunded large amounts of money? If I stay home all week, I don't owe BP for another full tank of gas just because. . .so why should someone still owe Comcast the full amount for not using data? It doesn't make sense. There's just no logic to the types of arguments Comcast is making in favor of caps. It's purely greed based, and they feel they can get away with it because there's minimal competition in the areas they operate. One only needs to read a few articles to see how quickly those arguments go out the window when a company like Google Fiber comes into a town, and they're truly forced to compete with a like or superior service.

They're actively eroding net neutrality, have long been entrenched in regions where they've lobbied out most of the competition, and are now using that foothold to implement data caps to punish customers with overage charges and hurt competition like Netflix, Google, and Amazon with punitive data caps. 4k, higher bitrate video streaming, is gaining popularity, while traditional television is going the other direction. 250GB is simply not enough in that landscape for an individual, and not even close enough for a family with multiple internet connected devices. Someone, or some organization, has to help consumers at some point here and put an end to this backward slide that has placed the United States technologically far behind so many other modern, first world countries.

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**Ticket: # 726262 - COMCAST DATA CAP**

**Date:** 12/28/2015 9:31:10 AM

**City/State/Zip:** Ladson, South Carolina 29456

**Company Complaining About:** Comcast

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## **Description**

Comcast is not net neutral! By limiting monthly data usage to 300 GB across all tiers of their service, they influence you to not use 3rd party services {netflix, hulu etc.} Also, they do not count bandwidth used on their proprietary streaming service towards said cap, thereby manipulating internet traffic to the end user. Due to the monopoly they have, there is no other cable provider in my area for me to exercise the benefits of a free market and seek a better product. My family uses a reasonable amount of data, but with Comcast's model we will be forced to pay astronomical service fees we can absolutely not afford. Because using less than the allotment is impossible, the only other option we have at this point is to make due without cable tv or internet in our household. In the present day internet is no longer a luxury, it is now necessity. Comcast's and others similar data cap models are the epitome of greed and control and endangers net neutrality. It is profiteering and extortion to the highest degree! PLEASE HELP THE CITIZENS OF THE UNITED STATES OF AMERICA! WE ARE BEING FORCED TO DEAL WITH ORGANIZED CRIMINALS!

Thank you for your time.

Sincerely,

~middle class america

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**Ticket: # 726331 - Comcast Data Caps**

**Date:** 12/28/2015 10:49:58 AM

**City/State/Zip:** Washington, District Of Columbia 20016

**Company Complaining About:** Comcast

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## **Description**

How can Comcast Data Caps be legal? I arrived from my home in DC to my parent's home in FL for a few weeks to enjoy the holidays. After arriving, I was doing research for an article, and I had to stop because I didn't want to run up my father's internet bill. The internet has rapidly evolved from a commodity to a necessity. If Comcast wishes to build a mobile/wireless service and charge for tiers, fine. However, this data cap pricing is making only those who can afford to pay the additional fees able to access a necessary service--even more expensive? What about people with always on medical monitoring devices?

I understand that Comcast is a media service and not a charity. However, if they are going to be the exclusive provider in large areas, and even in those areas where there are multiple providers, use their market share to manipulate service practices (See U-Verse's Terms and Conditions for Miami Markets) the FCC is entrusted and obligated to stop them from doing so.

Please end Comcast's data caps for home broadband.

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[Ticket: # 728905 - Data Caps](#)

**Date:** 12/29/2015 3:40:28 PM

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

**Company Complaining About:** Comcast

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### **Description**

I was not aware that Comcast started to impose data caps, and I see that it is purely a financial move. Is this not anti-competitive? I have no other choices for my ISP, too.

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**Ticket: # 726709 - Comcast Data Caps****Date:** 12/28/2015 1:46:09 PM**City/State/Zip:** Miami, Florida 33156**Company Complaining About:** Comcast

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**Description**

So this is month 3 of dealing with Comcast data caps and there is so much not right about them. First they bill you for more data than you actually use.. I have an Azuz router that tells me how much data I use (all devices connect and go through this device). Last month the router said I used 305 but Comcast says I used 333. Comcast provides no proof of when and where I used my data. Also last week we went on a cruise. Before the cruise we were at 240GB ( we unplugged the router) and when we got back from the cruise some how it says we used 10GB and we were at 250, 10GB of data we never used. Also they say that 90 percent of people are not affected by it.. Thats BS, maybe 3 years ago but now with Netflix, and 4K video its impossible to stay within these limits they give us. Now I stream Netflix through my carrier (T-Mobile) even when at home just because it is cheaper. There is something not right about choosing to stream video through a cell phone carrier than my home ISP... Something has to be done about this, it is unfair to customers to have to pay these insane prices for these caps and its ruining the internet. And Comcast has a monopoly in our neighborhood so unfortunately there are no other carriers in our neighborhood so we are stuck with them.

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**Ticket: # 727127 - 300 GB Data Cap complaint/ Lack of transparency of behalf of the provider**

**Date:** 12/28/2015 4:40:03 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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## **Description**

I received a popup message on my laptop on 12/27/2015 from Comcast stating that I had used 90% of my 300 GB monthly data allowance. Comcast has claimed that only 8% of their customer base would be affected by their new policy. Despite these claims I had been informed by three friends in the previous two days that they received the same message. I had also spent seven of the previous 9 days either traveling or out of the country and an entire other day in Dallas. I live by myself and find it difficult to believe that I had reached 90% of my data cap while only spending 18 days in the city in which I reside – especially based on Comcast’s previous statements.

While I do not subscribe to their cable services, I do stream. Regularly on weekends but I never even turn on any streaming devices prior to 7 PM on week days. Even then – I’ll only watch an hour or two of TV if any at all.

This doesn’t seem to me like an outrageous use of data that would place my in the “percent,” especially seeing as how it’s almost 2016.

My main issue resides in Comcast’s lack of transparency and inability to keep proper and accurate records. After speaking with a customer service representative, he told me that he could not provide me any sort of itemized break down on either a daily or weekly basis that would confirm my usage. While his suggestion of “monitor[ing] it on the Website” is decent enough, it really puts an unnecessary burden on the consumer and still places no real accountability with the provider because there is no way to accurately check their information. As far as Comcast’s record keeping, I worked there for more than three years and I am overwhelmingly familiar with the company’s business practices as well as their inability to properly monitor outages and working nodes – much less usage on a more micro level. As the Comcast Business representative in the Shreveport area, I can provide a list of dozens of names and businesses where internal systems showed modems online, but the reality did not support the system’s claims as I was often onsite attempting to fix the issues.

Not even getting into how the 300 GB limit is designed to discourage competition (including, but not limited to online streaming services, online gaming devices such as XBOX ONE and PS4, online surveillance), Comcast’s own third-party analysis company, NetForecast, reported in June that Comcast’s own meters do not accurately count data. [http://www.netforecast.com/wp-content/uploads/2015/06/NFR5120\\_Fourth\\_Comcast\\_Meter\\_Accuracy\\_Validation\\_Report.pdf](http://www.netforecast.com/wp-content/uploads/2015/06/NFR5120_Fourth_Comcast_Meter_Accuracy_Validation_Report.pdf)

Attached are copies of my flight itinerary and passport to show that, if any usage from my account registered during those dates, Comcast’s measurements are clearly inaccurate and a very large flag should be raised. I would also like to state that no one other than myself knows the password to my wif as of this writing. I also respectfully request that the so –called “data caps” be removed until

Comcast – or any other company using these limits – can prove that their measurement systems are accurate, consistent, and do not inhibit competition.

Thank you for your time.

Kind regards,

(b) (6)

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**Ticket: # 727188 - xfinity data cap & data throttling**

**Date:** 12/28/2015 5:08:57 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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## **Description**

We have internet service through xfinity/comcast, who recently decided to reinstate data caps in our area, which was not part of the deal when I signed up for their service. This is going to cost us a lot of money.

Currently we are in the 3 month "grace period" in which we won't be charged for overages. I have noticed that as soon as we hit the 300GB data cap that they have in place, our internet has slowed considerably.

In addition, I take online classes via teamtreehouse.com and discovered today that they have blocked my access to teamtreehouse.com (presumably because the courses are video-based and thus, data heavy - I assume this is because I am in their grace period, and they want to limit my data usage until I am being charged the extortionate fees they are about to impose for overages. I can access the website via my cellphone (not on xfinity internet) and it is fine. I can access all other websites on comcast - just not the ONE that is causing heavy data usage. (And, since I have to pay \$50 a month for the classes, comcast's actions are costing me money and time.)

I am paying for their 50MBPS service and speedtest.com tells me I am getting at best 10MBPS.

I have called their customer service department and not been given any resolution - they say they are "opening a ticket" yet they don't resolve anything.

Thank you

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**Ticket: # 727210 - Comcast Data Cap**

**Date:** 12/28/2015 5:24:57 PM

**City/State/Zip:** Knoxville, Tennessee 37932

**Company Complaining About:** Comcast

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## **Description**

The new data cap imposed by Comcast is a little excessive. Especially when the company cannot provide such detailed information such as daily usage (daily and time of day), device usage or data type (video, music, etc.). Additionally, the lack of competition in this arena makes it easier for a company to change its policies at the disadvantage of the customer.

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**Ticket: # 727448 - Comcast Data Caps**

**Date:** 12/28/2015 7:13:19 PM

**City/State/Zip:** Mobile, Alabama 36606

**Company Complaining About:** Comcast

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**Description**

Hello,

Comcast's ability to implement and enforce data caps on consumers paying for broadband services is an insult to net neutrality and innovation in the broadband and entertainment market.

Limiting consumers to 300 GB or less ensures that customers of their internet products cannot with any regularity or intensity use the product for which they are paying.

Comcast is directly using these data caps to sell consumers their own services that are not included in "cap traffic", but yes the same delivery infrastructure. It is a bald face lie to say caps are to protect network fidelity from heavy streaming and network abuse then offer their own services that are not included in the cap and can just as easily "clog" or "abuse" network infrastructure.

However, we all know that such things are not actually the case and Comcast has yet to offer a viable technical case for data cap implementation. With the addition of paid unlimited internet bandwidth it spits in the face of regulator and customer alike.

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[Ticket: # 727458 - Comcast data cap issues](#)

**Date:** 12/28/2015 7:18:08 PM

**City/State/Zip:** Nashville, Tennessee 37205

**Company Complaining About:** Comcast

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## **Description**

I recently moved to Nashville and bought Comcast internet plan. I knew they have a 300Gb data cap but as my previous ISP from PA had only 250Gb and never exceeding it I happily accepted. My usage hasn't changed in fact is reduced but my internet usage according to Comcast is already over 300Gb 3 weeks into the month. Their customer support personnel are awful and have not been able to address the issue or explain how to calculate the usage reliably. This is a complete sham and I would like to file a complaint with the FCC regarding this malpractice.

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[Ticket: # 727733 - comcast data cap](#)

**Date:** 12/28/2015 9:18:33 PM

**City/State/Zip:** Nashville, Tennessee 37209

**Company Complaining About:** Comcast

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## **Description**

Comcast increased my internet speed to 105mb/s yet still kept the data cap at 300GB. During my year of service I have come close to hitting the cap 4 times while browsing the web and using Netflix. It's been nearly 3 years since they imposed this cap while the Internet has become faster and content has become bigger. They need to either do away with this cap or increase it to something more reasonable.

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**Ticket: # 727864 - Data Caps on Mediacom Internet**

**Date:** 12/28/2015 10:58:10 PM

**City/State/Zip:** Ames, Iowa 50014

**Company Complaining About:** Mediacom

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**Description**

Mediacom cable internet has data caps on all it's residential internet connections.

In a college town most students do not use regular cable tv but instead stream from Netflix. Additionally when several roommates live together these caps limit the ability to use the internet, as it is quite easy to go over your cap.

Mediacom then injects HTML banners into web traffic warning about going over your data allowance. This raises a privacy concern as Mediacom is tampering with webpages as they traverse over it's network.

Mediacom continues to allow internet usage when a cap is reached, however this is at a price of \$10 per 50GB over. This can add up quickly when you have a fast connection.

This goes against the ideas of an open internet. Usage should not be capped...period, additionally by injecting HTML banners into webpages a huge breach of privacy occurs, as the sites visited are known to Mediacom and the page is tampered with.

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**Ticket: # 728061 - Comcast data caps for Netflix but not their own StreamTV violates Net Neutrality**

**Date:** 12/29/2015 9:59:15 AM

**City/State/Zip:** Pembroke Pines, Florida 33026

**Company Complaining About:** Comcast

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## **Description**

I signed up for unlimited internet with Comcast. However, Comcast is now violating Net Neutrality by applying Data Caps, and exempting those caps for their own product.

Comcast applies Data Caps for all traffic, except their own Stream TV. Because their technology uses cable lines, they are trying to use a technicality to evade the application of Net Neutrality to their own data service. This technicality means nothing in the real world, where Comcast holds monopolies on truly high speed broadband, and therefore their squashing of competition to their TV services has a demonstrable harm to their markets.

On this basis, Comcast having a Data Cap is a violation of Net Neutrality in itself, as it is designed solely to obtain the fee revenue for competing services such as Netflix directly from the consumer. As evidence that incurring such fees was part of their revenue plans, they recently lifted limitations on data speeds, increasing data speeds in the Fort Lauderdale market as part of their preparation to surcharge for exceeding data caps. They set the market up to exceed caps at rapid rates, and then implemented these surcharges.

Please fulfill your role and release a ruling barring broadband services from applying data caps. Please specifically bar Comcast from exempting their own service from caps that apply to their competition.

Thank you.

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**Ticket: # 728126 - Comcast data cap and net neutrality violation**

**Date:** 12/29/2015 10:32:44 AM

**City/State/Zip:** Douglasville, Georgia 30135

**Company Complaining About:** Comcast

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## **Description**

I was shocked to receive an email from comcast stating I had reached my data limit for the month of December. I was unaware I had a limit. Nowhere in my contract said I had a limit. While I realize that Comcast can change the terms of service at any point without informing me, there is no way for me to track exactly where my data is being used, only that it is being used. I found a comparison of my data usage since September and it has tripled, while the only thing that has changed is that my 2 year old daughter sometimes watches videos on netflix on my kindle. That should not double the data usage, even if she watches it for 10 hours per day, which she obviously does not. Comcast could be/seems to be/is probably inflating my data usage without me knowing it because there is no way to tell where the data is going, and since I have not changed my data usage I am very suspicious. Add that to the fact that Comcast has now started their own tv streaming service that does not count towards the data cap and we have a serious problem. I want to know where my data is going and why the usage has suddenly tripled though there have been no significant changes in my internet usage. They can essentially say that I've used any amount of data they want to say I've used with no recourse from me since there is no way I can prove how much I actually used. This is not only unfair but downright criminal. There is nothing I can do except pay an exorbitant fee and cancel my service or keep paying them for something I suspect I am not getting.

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**Ticket: # 728136 - Comcast internet data caps**

**Date:** 12/29/2015 10:39:22 AM

**City/State/Zip:** Knoxville, Tennessee 37917

**Company Complaining About:** Comcast

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## **Description**

Allowing Comcast and other internet providers to capriciously create data limits is treason to the American people. I have always kept records of my data usage via my routers and the amount of data Comcast claims I use is a consistent 1.6 to 2 times the amount of the data registered by my network. I believe they round to the nearest byte for each packet of data sent--which greatly inflates the usage amount. This practice is unfair, unethical, and should SHAME the FCC. The data cap is simply a way for Comcast to update their failing TV cable business model while providing no new services or products while punishing those people who wish to use streaming services rather than Comcast's (rather poor) TV offerings.

It is time the FCC stood for the PEOPLE OF THE UNITED STATES and not bow down to the large government created oligopoly. Furthermore, the FCC should encourage and provided support for communities to build their own internet infrastructure.

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**Ticket: # 728200 - Re: [FCC Complaints] Re: Comcast Data Cap being implemented**

**Date:** 12/29/2015 11:20:24 AM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #631593 "Comcast Data Cap being impl..."

In regards to my closed ticket I would like to do a followup. I have yet to receive a response by US postal mail from Comcast. I also can assume, since the caps still exist, I will be receiving the canned response from Comcast that can be found via a Google search as to why Comcast feels that the data caps are fair (quoted below):

"We are conducting data trials in select markets around the country, covering a small percentage of our customers. We designed the various plans we are trialing with a minimum 300GB/month data plan because more than 90 percent of our customers use less data than that and are not affected. The trials are providing us with invaluable consumer feedback. For example, we surveyed our heavy data users and 80 percent thought our data trials were fairer than our past approach, which was a 250GB/month static cap. It's important to note that 10 percent of our customers are consuming nearly 50 percent of all the data on our network. As a result, these trials are based on the principle that those who use more, pay more and those who use less, pay less."

This brings a few questions I'd like a response to from the carrier.

- The quote implies that by using less you pay less, I would like to know how I can go about paying less when I use < 100% of my allotted data.
- The quote also makes no mention of why paying more for a better speed does not also acquire the customer additional data. If I'm paying more already why is it that I don't receive the ability to use more at my new speed.
- I feel it is unfair that Comcast will let me stream their video service outside of the data cap "because its on our network", while my primary video services, Netflix and Amazon, count against the cap. The cap which will not even allow a family of four to only watch a single hour of video per person per day and remain under the cap. (4 individuals \* 1 hour of video at 3GB \* 30 days is 360 GB, 60 over cap).

I await my expect written response from this follow up and my previous undelivered complaint.

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**Ticket: # 728312 - Shentel's abuse of natural monopoly results in data caps and extra billing.**

**Date:** 12/29/2015 12:08:22 PM

**City/State/Zip:** Lynchburg, Virginia 24502

**Company Complaining About:** Shentel

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## **Description**

Dear Sir or Madam,

In my area there is only one available internet provider Shentel thus resulting in the natural monopoly of internet access to consumers in the area. So with a monopoly you will find abuses. In this case data caps, very high costs and poor service.

The cost for Shentel internet is exorbitant in upwards of \$200 per month! (see attachment) Compare this to areas where cable providers are required to compete and the same services are considerably cheaper. This is called price gouging, and proves that the cost of the services are being raised in an area that is monopolized.

Data caps are a limit on the amount of data that a consumer can use on a network. This is just a tool to charge users even more money. They are unfair and inaccurate and prey on consumers that have no other options because the Government allows monopolies to do as they please.

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**Ticket: # 728481 - Comcast Data Cap**

**Date:** 12/29/2015 1:07:13 PM

**City/State/Zip:** Little Rock, Arkansas 72211

**Company Complaining About:** Comcast

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## **Description**

Comcast is now introducing a data cap for Internet services which I believe is a punishment for customers who solely choose Comcast as an Internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc.... Will be very happy if FCC work with Comcast and revert the data cap on usage.

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**Ticket: # 728517 - Comcast Data Cap Pilot Program****Date:** 12/29/2015 1:18:07 PM**City/State/Zip:** Denver, Colorado 80211**Company Complaining About:** Comcast

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**Description**

Comcast currently enjoys monopolistic control of broadband internet through vast portions of my city (Denver, CO). No other ISP in Denver is willing to deliver broadband internet speeds to my home. I use the internet to stream Netflix and other services as my means for television programming. Comcast's data cap pilot program is a transparent means to force its customers into paying for their TV service in addition to their internet service. Although the data cap program is not yet being implemented in my area, expansion of that program will negatively impact me as a customer. I implore you, please do not permit Comcast to engage in this anti-competitive and discriminatory behavior.

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**Ticket: # 729497 - Comcast Data Caps**

**Date:** 12/29/2015 7:43:12 PM

**City/State/Zip:** Shreveport, Louisiana 71118

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting a 300 GB data cap, and we believe it to be unfair. In today's day and age, the Internet is being used more and more. File sizes are growing as technology advances and pixel densities increase. For example, a new AAA video game can be 60 GB or more in size. Simply by downloading one game, you can reach one fifth of a 300 GB data plan. And certain months such as around Christmas, people might be downloading multiple games, quickly maxing out a capped connection. Other individuals might be subscribed to backup services that backup an entire computer to the Cloud. If a computer had a full terabyte hard drive of information, it would take four months' worth of data, and that's not including any other use of the Internet. Additionally, the whole point of a home Wi-Fi connection is to reduce the amount of data usage on cell phones. When a separate data cap is placed on the home Internet connection, the data savings is nullified and you are right back at square one. This whole Internet data cap is a disgrace. It is effectively causing customers to not use a service that they are paying for. I will not stand for it, and I hope you won't either.

---

[Ticket: # 729621 - Complaint about Comcast's Internet data cap](#)

**Date:** 12/29/2015 8:26:06 PM

**City/State/Zip:** Decatur, Georgia 30033

**Company Complaining About:** Comcast

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### **Description**

I want to file a complaint about Comcast's Internet data cap. Comcast's Internet data cap is even more frustrating because I do not have a good option to change my ISP.

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**Ticket: # 729870 - Comcast Data Cap**

**Date:** 12/29/2015 10:51:12 PM

**City/State/Zip:** North Little Rock, Arkansas 72116

**Company Complaining About:** Comcast

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### **Description**

Comcast has begun implementation of residential data caps of 300GB per month with additional charges of \$10/50 GB over usage. This is against an open internet and is easily overused for activities like streaming videos, gaming, and as the technology advances, the cost of using the internet will be prohibitively expensive as 4K video becomes the new standard. This is unacceptable. STOP INTERNET DATA CAPS NOW!

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**Ticket: # 729873 - Data Caps****Date:** 12/29/2015 10:52:37 PM**City/State/Zip:** Somerville, Massachusetts 02145**Company Complaining About:** Comcast

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**Description**

When I signed up for my current Internet service, I signed up for 150 megabits per second. There was no listing on data caps. Once signing up, I find that Comcast has a 250 gigabytes per month cap, that they have had this cap in place for multiple years, and although they are not currently enforcing the cap in my town, they are progressively beginning to enforce the cap in cities across the country (presumably to enact the caps without universal public backlash by enforcing them everywhere all at once).

There are three people in my house. We use the Internet for all of our TV and movie watching needs (via PAID FOR distributors like Netflix and Hulu). Additionally, I am a student and watch all of my lectures online. Also, somewhat frequently I have to download large datasets or large pieces of software. In total, we are routinely going well over the 250 gigabyte cap, and will be charged significantly when (not if) the cap begins to be enforced again.

That we are paying for a download rate that would enable 50 Terabytes of data downloaded a month, but are going to be capped at 250 Gigabytes, a mere 1/2 percentage point of what we're paying for, is ridiculous. That Comcast admits the data caps is about making money and not about network traffic management is egregious. That this violates the principle of net-neutrality in heavy favor of the Internet video streaming services that Comcast provides over the for-pay services that Netflix and Hulu provide is anti-competitive and un-American. That the FCC stands by and monitors this situation while Comcast and other ISPs take advantage of their position in the delivery network, is a FAILURE OF THE FCC!

It's time to stop monitoring the situation and time to start doing something about it. If you want to help poor people get access to the Internet, encourage more competition and bring down the flagrantly high prices so everyone can enjoy an open neutral internet. Zero Rating IS NOT THE SOLUTION.

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**Ticket: # 729875 - Comcast Data Caps preventing me from using competing services**

**Date:** 12/29/2015 10:52:59 PM

**City/State/Zip:** Miramar, Florida 33025

**Company Complaining About:** Comcast

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## **Description**

I've got Comcast (the only 'real' broadband in my area, due to geographic monopoly rules), and their data caps keep cutting in, with us with 25% of the way left in the month but no data. Conveniently, this is /just/ enough to handle the TV we watch, using Netflix, Hulu, etc (competing with Comcast's TV service, that we won't pay for) for those three weeks, at the consumer average 3-4 hours per night. Their data caps pretty much are trying to push me to their service, and don't let me make effective use of the speed I'm paying for. It's BS, and since they've got geographic monopolies, I need you to stand up and fight for me, as it's not like I can just get another cable provider to drop lines throughout the entire area.

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**Ticket: # 729915 - Comcast Throttling of HTML internet bandwidth**

**Date:** 12/29/2015 11:17:46 PM

**City/State/Zip:** Centennial, Colorado 80111

**Company Complaining About:** Comcast

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**Description**

Currently comcast is throttling traffic to my modem, i am getting 10% of the connection speed i pay for. Performing an HTML speed test from a 3rd party shows the following:

<http://www.speedtest.net/result/4954737499.png>

mirror: <https://i.imgur.com/mAL3Pgc.png>

I was able to confirm this result with bandwidth tracking on both my desktop PC, as well as my network firewall, it is close to accurate.

the following image is from Comcast's own HTML speed test:

<http://results.speedtest.comcast.net/result/1161873484.png>

mirror: <https://i.imgur.com/4qAcaQ3.png>

after i took these images i alternated testing between the two sites as well as others, and i was able to achieve the same results. comcast is throttling 3rd party traffic by around a factor of 10.

This is a clear violation of the FCC requirements and intentions as part of the open internet:

Taken from: In the Matter of  
Protecting and Promoting the Open Internet  
GN Docket No. 14-28  
REPORT AND ORDER ON REMAND, DECLARATORY RULING, AND ORDER

Section 2, part A, subsection 1, Clear, Bright-Line Rules:

Paragraph 16:

"This Order creates a separate rule to guard against degradation targeted at specific uses of a customer's broadband connection: A person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not impair or degrade lawful Internet traffic on the basis of Internet content, application, or service, or use of a non-harmful device, subject to reasonable network management."

In this case Comcast is clearly limiting the rate of traffic to and from 3rd party sites while not limiting traffic to and from their own sites. This is inarguably throttling.

Paragraph 17:

"The ban on throttling is necessary both to fulfill the reasonable expectations of a customer who signs up for a broadband service that promises access to all of the lawful Internet, and to

avoid gamesmanship designed to avoid the no-blocking rule by, for example, rendering an application effectively, but not technically, unusable. It prohibits the degrading of Internet traffic based on source, destination, or content.<sup>17</sup> It also specifically prohibits conduct that singles out content competing with a broadband provider's business model. "

In this instance, my expectations as a customer are not fulfilled. nowhere on my bill, or on any paperwork from comcast does it say that they may throttle traffic to and from competitors sites. I pay for 105Mbps downlink, I expect 105mbps. not 12mbps. It would not be reasonable for Ford to sell a car that can go 65MPH only on Ford's privately owned roads while it can only go 6MPH on anyone else's road and then sell it as a 65MPH car. Nobody would ever call that reasonable. Yet this is exactly what Comcast is currently doing. They are selling my a 105Mbps connection, yet only delivering that speed if it is too and from comcast owned networks. then throttling the rest to encourage you to stay on comcast owned networks.

(please note that this took a long time to get as Comcast is also throttling traffic to and from fcc.gov, making it take a rather long time to download the document)

Further, Comcast is implementing "data caps" though they will not call them that. once you reach a certain amount of data, they throttle you down until you pay them more money. this is clearly a letter of the law vs spirit of the law situation. data is not a precious resource. a bit is not something that we mine, or go to war with another country over, it is not a limited resource, your computer will never run out of bits. therefore one can reasonably conclude that comcast is using the idea of limited data in order to skirt the no throttling provision and throttle anyway until you as a customer are forced to pay more for the service you have already paid for.

Apologies in advance for any spelling and grammar errors, my forte is network technology, not grammar.

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**Ticket: # 729961 - Data caps**

**Date:** 12/30/2015 12:14:25 AM

**City/State/Zip:** Mount Pleasant, South Carolina 29464

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed data caps on my internet usage with overage charges; however, no charges for their video on demand which seems to be a violation of net neutrality. The same show on Hulu costs extra compared to the on demand version through Comcast which is pixelated and poor quality

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**Ticket: # 729941 - Comcast Internet Data CAP!**

**Date:** 12/29/2015 11:43:26 PM

**City/State/Zip:** Miami, Florida 33183

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to implement a data cap on its customers because people are opting to use Netflix and other similar services and not using Comcast Cable service. As a result they've placed a 300Gb cap on data usage which is quickly passed if people use online services frequently. This is an unethical business practice by a corporation that wants more money as this was a business decision.

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[Ticket: # 730041 - Data Caps](#)

**Date:** 12/30/2015 4:26:25 AM

**City/State/Zip:** Miami, Florida 33129

**Company Complaining About:** Comcast

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## **Description**

Comcasts data caps are prime example of monopolistic practices. I have no other alternatives for high speed internet as defined by the FCC. And the recent decision to impose data caps, without competition, is illegal.

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[Ticket: # 729995 - Net Neutrality and Data Caps](#)

**Date:** 12/30/2015 1:10:28 AM

**City/State/Zip:** Little Rock, Arkansas 72209

**Company Complaining About:** Comcast

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## **Description**

Comcast recently instituted data caps in my region. I am over the cap, mainly because our family uses Netflix and Amazon Prime instead of cable for our entertainment. Comcast offers a competing service (Stream TV) which does not count against my data cap. This service, in my opinion creates anti-competitive scheme that favors Comcast's services over that of that of rivals and also run afoul of Net Neutrality rules.

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[Ticket: # 730025 - Inaccurate data logging](#)

**Date:** 12/30/2015 3:00:58 AM

**City/State/Zip:** Lithia Springs, Georgia 30122

**Company Complaining About:** Comcast

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## **Description**

Comcast is saying we are using data that we are impossibly using. Not only that they say it might be Netflix. That doesn't make sense though because at the streaming setting we have it would take 2700 hours to hit the data cap. They said to get around this we could use their streaming service because it doesn't count towards the data cap. They are saying we go through our data cap in about 6 days. We have to be using our full bandwidth for nonstop 5 hours a day to even reach that. Opening websites checking emails even watching Netflixs at the current setting is impossible. I can see who is on the network so the only thing I can think is happening is Comcast is lying.

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**Ticket: # 730173 - Data caps**

**Date:** 12/30/2015 10:32:42 AM

**City/State/Zip:** Johns Island, South Carolina 29455

**Company Complaining About:** Comcast

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## **Description**

I work from home and have general anxiety about the broadband data caps that Comcast holds over my household. We've gotten close to the limit, and have exceeded it in the past at a different home. But with the cap having financial implications now, I have to inform my family that they need to cut back on bandwidth. Which is ridiculous. We pay for a service that is MOST LIKELY already over-subscribed, and we have to worry about using the service as sold. Paying \$10 for going over an artificial data limitation isn't going to magically free up bandwidth.

Further, we have friends in MD and NY where Comcast has competition -- Time Warner and Verizon -- and subsequently no data caps. Or "suspended" data caps. Is that the only limiting factor here? All of a sudden when you have an option to ditch Comcast, the bandwidth suddenly becomes available?

The second that another dedicated service opens in the area which can compete with Comcast, I would make the jump. And seeing as how we are looking to finance and build a home in the area soon, competitive cable or fiber optic availability will be a consideration. I shouldn't have to feel anxiety about broadband considerations while I work from home.

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**Ticket: # 730299 - Comcast Data Cap**

**Date:** 12/30/2015 11:32:50 AM

**City/State/Zip:** Ooltewah, Tennessee 37363

**Company Complaining About:** Comcast

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## **Description**

Good morning. I would like to express my extreme frustration about Comcast putting a data cap on home internet usage.

I am a current Comcast customer in a rural area. I learned a few weeks ago that Comcast is now placing a data cap on my home internet service. I've lived in many areas, in different states from NY, GA, FL, WA and never has an Internet service provider put a cap on home internet usage. I am so angry and disappointed regarding this selfish decision among Comcast that is going to impact a lot of customers. Sure, on the business end, all they see is dollar signs and increased revenue. While the consumer sees increased costs. No service provider I've used in the past has placed a cap. Why does Comcast feel the need to? Other than increasing their profits, what good comes from it? If it was a customary thing, then all other internet providers would be doing the same thing. This seems like a tactic solely being done by Comcast for their greed. On top of that, Comcast basically has a monopoly in the area since other providers are not allowed to span their service area due to state laws.

I hope that who ever reads this along with hopefully the other million emails from upset customers will see to it that something is done. Thank you for your time.

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**Ticket: # 730889 - Comcast Data Cap**

**Date:** 12/30/2015 2:40:36 PM

**City/State/Zip:** Memphis, Tennessee 38109

**Company Complaining About:** Comcast

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## **Description**

I have been using comcast for a while now and I just recently heard of their data cap. Before I havent heard of it because I was never any where near exceeding the cap but just this month I have used 292 GB out of 300GB. I learned that Comcast is "testing" data cap in certain markets and that makes it totally unfair for us in these markets! The rest of the country is enjoying data cap free internet while we are stuck as Comcast's guinea pig!! This is totally unfair for us who need the internet for work or education or even just plain entertainment! Not everyone can afford business class internet for \$200 per month for the same speeds to get the data cap removed! Comcast ended this practice before for 2 years but now all of a sudden have decided to come up with it again. COMCAST NEEDS TO REMOVE THIS DATA CAP BECAUSE IT IS PUTTING A HANDCUFF ON TECHNOLOGY AND WHAT WE CAN DO WITH TECHNOLOGY TO ENHANCE OUR LIVES, EDUCATION, OR PLEASURE. I will continue filing complaints and leaving bad reviews until this is done. If comcast plans on continuing this for a couple years then a couple years worth of complaints and reviews arent going to be good for business. Also, when Google Fiber comes around Comcast is going to be in a deep world of trouble with all their bad reviews, horrible policies, disgusting customer service, and outdated prices and plans! PLEASE REMOVE THIS GARBAGE DATA CAP!!!!

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[Ticket: # 731184 - data cap on internet](#)

**Date:** 12/30/2015 4:23:05 PM

**City/State/Zip:** Fort Campbell, Kentucky 42223

**Company Complaining About:** Comcast

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## **Description**

There is a data cap on my internet of 300 GB that was not mentioned to me by the technician or the company when i was getting installation assistance. If made known of data cap would gone through a different provider that did not have a data cap.

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**Ticket: # 731187 - Comcast's new internet data cap**

**Date:** 12/30/2015 4:24:09 PM

**City/State/Zip:** Pinecrest, Florida 33156

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted a new data cap of 300 GB per month, and then charges \$10 for every 10 GB over that cap. They are claiming the cap is to "promote fairness", but I can't think of any rational basis for this cap other than to screw consumers out of their money by punishing those customers who do not use cable, but only Internet because they stream TV only. With a smart TV, I have no need for cable and only stream and use my laptop. But now, I have apparently reached my cap for the month and am not able to use the internet as I refuse to pay a cent more for simple internet access. When I complained to them they told me I can pay an extra \$35 a month on top of the \$60 I already pay for an 'unlimited' data package. Are they a cellphone company now? It's almost 2016, and the idea of paying \$100 for basic internet is asinine and regressive. I was then informed I could switch to ATT&T which has an even lower cap of 250 GB per month, also a new cap apparently. When are antitrust laws going to kick in? Net neutrality is non-existent in the US, no wonder we cant keep up technologically with the rest of the developed world.

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**Ticket: # 731521 - Data caps, AT&T**

**Date:** 12/30/2015 6:16:45 PM

**City/State/Zip:** San Francisco, California 94112

**Company Complaining About:** AT&T

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## **Description**

I switched from AT&T DSL to U-Verse under "strong arm" tactics and to avoid unnecessary waste of time, however, AT&T failed to mention data caps on their plans, they are not advertised in their webpage and can only be found deep into their legalese. My old service did not include data caps and I believe what they are doing is a direct violation of the Net Neutrality agreement.

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**Ticket: # 731528 - Suddenlink Data Caps****Date:** 12/30/2015 6:21:13 PM**City/State/Zip:** Flagstaff, Arizona 86001**Company Complaining About:** Sudden Link

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**Description**

Recently SuddenLink increased dataspeeds for customers without a corresponding cost increase (definitely a good thing 15Mbps to 50 Mbps) and while the service rarely reaches these high speeds, my complaint is that they did not increase data caps at the same time. So now one can burn through data caps (250GB/month) 3x faster. 250 GB is absurdly low and my family and I can easily get through that by streaming Netflix in HD. In order to avoid their fees for going beyond 250 GB I have reduced the quality of the streaming my devices use which is quite disappointing. I also frequently work from home which requires the internet to transfer large files (I'm a planetary geologist) so having more data available is necessary for me to work! Ultimately I think these speed increases were a result of the company trying to get more money by assessing overage fees. Please do away with data caps!

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**Ticket: # 731558 - Comcast Data Caps**

**Date:** 12/30/2015 6:42:34 PM

**City/State/Zip:** Sandy, Utah 84070

**Company Complaining About:** Comcast

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## **Description**

Comcast needs to abandon its attempts to impose too-low internet usage limits. If it continues to test data limits as it is now doing in some parts of the country, then the FCC needs to impose two important conditions:

First, Comcast needs to exclude from usage counts those services that fall under a conflict of interest, such as video streaming that competes with its own TV and On-demand TV services.

Second, Comcast needs to prove its accounting of data usage. Many Americans who are currently in these test areas have logged complaints that Comcast's usage records do not correlate with their own records of usage as captured by in-home internet routers. Comcast must not be allowed to charge overage fees when usage cannot be substantiated for the customer specifically nor for the FCC generally.

In these ways, data usage caps imposed by a monopoly like Comcast are an infringement of Open Internet and Competitive Marketplace principles, and the FCC must step in to defend these market principles.

I am not currently in a test area and am not limited by these data caps. But if this testing continues unchecked by the FCC, then I risk such policies taking effect in my area. It is unacceptable.

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**Ticket: # 731677 - Comcast Data Limit****Date:** 12/30/2015 7:45:30 PM**City/State/Zip:** Miami Lakes, Florida 33016**Company Complaining About:** Comcast

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**Description**

Comcast has imposed a 300GB data limit on its customers, and I believe this sets a poor precedent for future governing on the Internet. To draw a comparison, a local library does not limit the amount of times a library card holder may enter and access the information inside the library. Since the Internet should be treated as a modern library, especially to millennial who rely on information on the Internet, it should be open and fair access to all of its paying users.

There are NO other high-speed internet providers in my neighborhood. If the FCC does not react and respond on Comcast's atrociously small data cap of 300GB, what is to stop Comcast from adding more tiers of Internet use, eventually crippling the short-lived idea of an open Internet?

The concept of a data limit is not infrastructure-related, nor is it congestion-related. It is merely one of the only legal means of attacking the new models of streaming Internet entertainment, which competes directly with Comcast/NBC's business model. Companies like Comcast are afraid of the new business models from the likes of Netflix and HBOGO, as more people are cutting cable, and the Internet is scaring the old-fashioned executives making these decisions on data caps.

Comcast needs to be regulated, because there are ZERO other competitors in the area, and implementing data caps to a previously "unlimited" Internet is a dangerous precedent that can only become more worse.

Signed,

(An American citizen and computer science college student in favor of an open Internet)

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**Ticket: # 731696 - Wired Broadband Data Usage Limits**

**Date:** 12/30/2015 7:58:12 PM

**City/State/Zip:** Midland, Texas 79701

**Company Complaining About:** Sudden Link

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**Description**

I find it absurd that I am limited in my data usage at home now, in addition to the cell phone limits already imposed. It is completely unnecessary with wired broadband. This is a scheme for making extra money, and when the cable company has full control over multiple apartment complexes in the area, there is no way around it.

This should literally be illegal. Its bad enough that I am forced to use Sudden Link for cable where I live, but now I have a data cap as well?

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**Ticket: # 731859 - Comcast High Speed Internet**

**Date:** 12/30/2015 9:31:22 PM

**City/State/Zip:** Sunrise, Florida 33351

**Company Complaining About:** Comcast

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### **Description**

When we signed up with Comcast we selected the 50 MB/s Internet service in replacement of our TV / HD / DVR service. \$200 a month was just too much. No where in the agreement was a mention of a 300 GB data cap. Now that we are solely streaming our TV ( Netflix / Hulu / Amazon) we are past this cap half way through the month.

How can this be imposed on a long time customer?

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**Ticket: # 731986 - Data Caps**

**Date:** 12/30/2015 11:38:28 PM

**City/State/Zip:** Hiram, Georgia 30141

**Company Complaining About:** Comcast

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### **Description**

Comcast time and time again finds ways to make themselves more money by trying to kill services like netflix by making it so you can only stream so much data this way you can watch their tv shows and spend a small fortune on it or pay for data caps and make up revenue that way it is just not ok. Comcast needs to be stopped from doing this

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**Ticket: # 732023 - Data Caps**

**Date:** 12/31/2015 12:24:38 AM

**City/State/Zip:** Grass Valley, California 95949

**Company Complaining About:** Sudden Link

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## **Description**

It is obvious these data caps are in place to make cutting the cord a less competitive option to buying the cable company's overpriced tv package.

Over the summer our Internet provider simultaneously raised our internet speed (new modem) and then placed a data cap on our plan. One of the results was that streaming video services (netflix, hbo) see that we have high speed internet and give us larger file sizes to download. At these download sizes, we can blow through our data caps with little more than an hour of tv a day. I have since adjusted the streams so that we do not go over, but I feel like we are getting cut rate service from netflix, and hbo because of our service provider Suddenlink. I can't buy movies to stream because I fear going over the cap and when I have guests over, I feel like a grinch telling my guests to go easy on the streaming.

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**Ticket: # 732072 - Data Caps**

**Date:** 12/31/2015 1:53:08 AM

**City/State/Zip:** Lawrenceville, Georgia 30044

**Company Complaining About:** Comcast

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## **Description**

I can't pay for my internet I'm struggling as it is paying bills and my family uses the internet for entertainment as we try to save money from going out. Now I have to pay \$100 dollars extra a month because of these data caps. I have 6 people in my family that use the internet for Netflix and or just to play games. Comcast I'd the only provide in my area that is available. What am I suppose to do? Please help me. I understand that there is a plan for low income families but we all know that what is being offered is absolutely terrible.

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**Ticket: # 732274 - Comcast Data Caps should be illegal**

**Date:** 12/31/2015 11:28:20 AM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** Comcast

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## **Description**

Comcast is now introducing a data cap for Internet services which I believe is a punishment for customers who solely choose Comcast as an Internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc.... Comcast already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers. The FCC should do something about these issues as it is unfair, violates statute of limitation laws, and hinders advancement of technology. Comcast has openly admitted that their use of data caps (which they claim are not caps) have nothing to do with technology, and their excuse of fairness makes no sense. They are only utilizing this as a way to extort more money out of their customers. I previously filed a complaint, and as a rule was supposed to receive a response from Comcast in 30 days. Comcast never responded to my complaint and is violating their responsibilities to their customers and the FCC by ignoring my and other users complaints.

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[Ticket: # 732282 - Comcast data cap limitations - arbitrary and anti-competitive](#)

**Date:** 12/31/2015 11:40:52 AM

**City/State/Zip:** Suwanee, Georgia 30024

**Company Complaining About:** Comcast

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## **Description**

I would like to add my voice to the growing protest against monopoly cable provider Comcast for arbitrarily imposing a monthly data cap on my internet service. The cap serves no useful technical purpose as it does not impose any engineering stress on Comcast's network (as admitted by Comcast's executives, this is a "business policy, not an engineering necessity"). The cap serves only one purpose, to limit availability for non-Comcast products and is hence anti-competitive and should be (if it isn't already) illegal. Comcast has been granted a monopoly status, and as such, should not be allowed further anti-competitive relief.

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[Ticket: # 732337 - DATA caps](#)

**Date:** 12/31/2015 12:12:42 PM

**City/State/Zip:** Miami, Florida 33125

**Company Complaining About:** Comcast

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## **Description**

Comcast Xfinity and their 300 GB Data Caps. We are a family of 6. Often times our only diversion from the drudgery of work, school and daily living are internet based services like Netflix, YouTube, online gaming and social media. We all have our individual tastes and devices so we go through the 300GB fast. I feel this is just another ploy by Comcast Xfinity to suck more money out of our pockets.

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**Ticket: # 732350 - Comcast Data Cap**

**Date:** 12/31/2015 12:23:36 PM

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

**Company Complaining About:** Comcast

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## **Description**

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

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**Ticket: # 732399 - Comcast Data Caps**

**Date:** 12/31/2015 12:51:12 PM

**City/State/Zip:** Tucson, Arizona 85741

**Company Complaining About:** Comcast

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### **Description**

I have been with Comcast for over a year and a half, and recently they have implemented a ridiculous data cap of 300gb. This is my cap even with an upgraded internet plan which boasts speeds up to 150Mbps, whats the point of super fast internet if you cannot use it? Comcast has also decided that it will start charging \$10 for every 50GB above the data cap, which is completely unacceptable.

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[Ticket: # 732559 - Comcast Data Caps](#)

**Date:** 12/31/2015 2:24:36 PM

**City/State/Zip:** Little Rock, Arkansas 72202

**Company Complaining About:** Comcast

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## **Description**

As you definitely know by now, Comcast has issued data caps for their service in Little Rock, Arkansas areas and will be issuing overage charges for usage over 300 Gbs per month. This is a clear violation of Net Neutrality Laws under Title II

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[Ticket: # 732619 - Comcast data caps](#)

**Date:** 12/31/2015 3:05:50 PM

**City/State/Zip:** Woodstock, Georgia 30189

**Company Complaining About:** Comcast

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## **Description**

Manage bandwidth, however an attempt to squeeze more money out of the customer base. They are also an attempt to put an end to competition that streaming services offer. I recently added a streaming service in addition to my comcast Cable service. Eww to the imposed data caps.

Unfortunately comcast is the only option in our area so I do not have the ability to choose an internet provider. AT&T is the only alternative at 1.5 megabits per second. I am a systems administrator for a company in Atlanta, this speed is not even fast enough to carry out my day-to-day duties for work. Is taking advantage of their monopoly imposed by an attempt to limit cable by limiting the number of providers allowed to give service to a geographic area. I believe that this is a clear violation of net neutrality and the competitive nature of all market. Especially given the fact that the CEO has acknowledged that this has nothing to do with managing their infrastructure

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**Ticket: # 732939 - Data Usage Caps**

**Date:** 12/31/2015 6:57:30 PM

**City/State/Zip:** Little Rock, Arkansas 72211

**Company Complaining About:** Comcast

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### **Description**

As of 12/1/15, Comcast is enforcing data caps for internet. What was always an unlimited data plan, became a racket for more cash. Indirect, but real, violation of net neutrality. They say avg consumer uses less than 300gb? That would be 1 movie streamed per day for a month. Complete coercion

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**Ticket: # 732656 - Comcast Data Caps**

**Date:** 12/31/2015 3:27:00 PM

**City/State/Zip:** Littleton, Colorado 80125

**Company Complaining About:** Comcast

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## **Description**

Comcast's new 300GB/mo data cap seems to be just another hamfisted attempt to skirt net neutrality and give themselves an unfair advantage above and beyond being a monopoly in some areas. When you purchase a business internet connection you are paying for the bandwidth capability, not the amount of bits you transmit, why is this different for home consumers? It seems to me that this is just an attempt to push customers away from competitors like Netflix, Hulu, etc by charging for that data usage, but labeling their own content offering as something different because it only traverses part of their network and not "the internet".

Either A: Consumers should pay for the bandwidth capability of their subscriber line with no limitation on the quantity of bits "used".

or B: Comcast's internet services should be treated as a utility and the price per GB should be regulated by an impartial third party to ensure that consumers are not being taken advantage of to get what is increasingly becoming a necessary service. On top of that, Comcast should be providing the maximum throughput possible to customers in this scenario to maximize customer usage.

Though I bet Comcast certainly doesn't want to be regulated or to have the actual cost per GB exposed, as I am certain it is FAR below the \$2/GB they are charging people in overage fees.

Currently I have only two options for meaningful internet access, Comcast and CenturyLink. CenturyLink can offer me up to 1.5mb/sec DSL, and Comcast up to 150mb/sec. If there was any other option in my area over 10mb/sec I would leave Comcast in protest for their terrible business practices.

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**Ticket: # 732701 - Suddenlink Data Caps**

**Date:** 12/31/2015 3:48:46 PM

**City/State/Zip:** Gun Barrel City, Texas 75156

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink is imposing data caps on my account and claiming I have used over 125gb in the last 8 days. They have no record of my data usage before 12/23/2015. My speeds sputter and are very inconsistent and rarely anywhere near the advertised rate. I was a Northland customer before Sudden Link acquired them and had signed up for unlimited internet. Sudden Link imposed data restrictions without notification and affording me the opportunity to opt out.

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**Ticket: # 732710 - Data Throttling**

**Date:** 12/31/2015 3:55:35 PM

**City/State/Zip:** Waldorf, Maryland 20602

**Company Complaining About:** T Mobile

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## **Description**

T-Mobile has now been engaging in throttling services and giving preferential treatment to some content providers. The new binge on and music freedom make it so only certain providers are exempt from data caps. This puts new comers at a disadvantage, along with making it harder for users to steam data themselves. I can have media at home that I want to stream to my T-Mobile device and it will count against a data cap while netflix and others don't. T-Mobile is also throttling providers that did not agree to join this like YouTube.

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[Ticket: # 732770 - Comcast data cap](#)

**Date:** 12/31/2015 4:42:05 PM

**City/State/Zip:** Lebanon, Oregon 97355

**Company Complaining About:** Comcast

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## **Description**

We were sold unlimited data with no throttling. We are paying extra for that premium service. We just found out that our data is limited to 300GB/month. Our internet speed is being throttled way back and service is being disrupted multiple times a day. We can get this data limit for much less. We had to sign a two year contract. Now we're stuck paying way too much for service that does not suit our needs. Looks like Comcast doesn't want us to use the internet for television programs. It is displacing their cable business. This is bad politics. The FCC needs to step in and force ISP's to invest in infrastructure, eliminate data caps and let us watch our shows.

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[Ticket: # 732902 - Comcast data caps](#)

**Date:** 12/31/2015 6:16:34 PM

**City/State/Zip:** Sherwood, Arkansas 72120

**Company Complaining About:** Comcast

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## **Description**

Comcast enforcing data caps on residential customers and charging extra in the event of an overage is ridiculous, especially during the prime of streaming media's existence. These data caps should be illegal, especially if customers are already under a current contract agreement with the company for service and it causes a change in the customer's CONTRACT GUARANTEED PRICING.

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**Ticket: # 337101 - Mobile Device Features****Date:** 6/12/2015 1:48:58 PM**City/State/Zip:** Papillion, Nebraska 68046**Company Complaining About:** Verizon Wireless

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**Description**

Device manufacturers have been supporting the ability to tether a computer to a mobile device via USB or Wireless for a few years now. Currently I am unable to access this feature because of the high price of not only adding the "Mobile Hotspot/Tethering" feature to my plan, but the restrictions on data usage. I'm currently on a grandfathered unlimited data plan, so these data caps that would be implemented on a hotspot feature should not apply to a device with unlimited data. In addition to that, charging extra to enable a feature that is built-in to the device software seems extremely unreasonable. I cannot upgrade my phones on Verizon's network because of losing my unlimited data. I would switch to another carrier, but currently the FCC and the big Duopoly (AT&T & Verizon) have prevented other carriers from accessing wireless spectrum that would enable competition in areas where the smaller two wireless providers (T-Mobile and Sprint) do not have the infrastructure built out.

I would like the FCC to address the ability of carriers to tack on fees and charges for features that are built in to the software of the device. Restricting access to the functionality of the phone unless paying extra feels like extortion. That's like saying "Here, you can buy this car really cheap, and it has seat-belts, but they cost extra to use".

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**Ticket: # 337431 - Data Caps**

**Date:** 6/12/2015 3:38:01 PM

**City/State/Zip:** Terre Haute, Indiana 47802

**Company Complaining About:** Time Warner

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## **Description**

Data Caps should not be held on a case-by-case basis which I believe it is how its worded. There should be a predefined rule so that not every different case would yield different results. This could be manipulated by the ISPs by paying those who control the issue to favor them over other companies thus creating a less-competitive and unfair ruleset

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**Ticket: # 337699 - Data Cap**

**Date:** 6/12/2015 4:30:42 PM

**City/State/Zip:** Osawtomie, Kansas 66064-0548

**Company Complaining About:** Sudden Link

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## **Description**

Hi, I'm writing about my data plan with Suddenlink. They have a data cap of 250GB on the account, and even though it is just my wife and I in the house, we tend to go over it almost every month, thus forcing us to pay extra money than the advertised rate. This is the first time I've ever encountered a data cap on residential Internet service. When we were in Utah with Frontier (and previously Qwest), we never had a cap at all. Our only other option where we live now is CenturyLink, and they too have a 250GB cap.

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**Ticket: # 337785 - Data Caps****Date:** 6/12/2015 4:40:12 PM**City/State/Zip:** Resaca, Georgia 30735**Company Complaining About:** Comcast

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**Description**

I have a family of 5, one on the way. We are not cord cutters! We have a very large package with Comcast complete with cable, internet and phone. Three of us use the internet daily from our 2 pcs and a tablet, my middle daughter watches her programs on Netflix, my oldest daughter loves to play Minecraft, she skypes with her friends while she plays. My husband games late night on PS4. I teach all of my kids from home, we sometimes watch streaming videos that apply to our subjects. I also run a homeschool co-op in my area, I download LOTS of lessons out of e-books! I have a 2 year old and another baby on the way... guess what?! They're eventually going to need some bandwidth too! Comcast has put a data cap on my account that I cannot raise, not even with a different plan. 300GB is my max, but we have averaged over that steadily in the 450 range... this past month we hit 560G! I am paying \$50 in overages this month alone and I don't see a way out of this without drastically changing a lifestyle we love. We are close to one another, but we are connected to the world!

The only other provider in my area is AT&T and they have a cap too. FCC, you have to help us! This is just another line item in this huge company's revenue and from what I have read, it is completely arbitrary. This is the future, large families like mine that DON'T live under rocks are going to be tapped dry every month by these data caps.

When I called last month for some sort of change in my plan to help, they PUT ME ON A FASTER SPEED - I went from blast to extreme (??) And yes, I was charged for it. Why was this offered as a way to HELP ME? It doesn't. It just costs more. But when I asked what about the data CAP... she said I would need to go up to business accounts to ever get any more data. This is simply too much for the consumer to bear, give us open access (for this is just another way to throttle - using our checkbooks) or help us find more provider choices! Thank you for your help.

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**Ticket: # 338247 - Very low data cap aka guideline that we must follow or ELSE we have to pay MORE**

**Date:** 6/12/2015 7:07:58 PM

**City/State/Zip:** Roswell, New Mexico 88203

**Company Complaining About:** Cable One

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## **Description**

They force us to their highest data cap, that has a FASTER internet speed, why would I need faster speed if they have a data cap? My family uses the internet for everything, specially watching Television because we cannot afford their exuberant price of 72 dollars a month plus taxes and fees, while Netflix is only 11 dollars. Because of Netflix we go over their "DATA CAP" very quick and thus we are not being FORCED to upgrade to a higher data cap, but with unnecessary higher speed. Why would they raise the speed if the datacap is the issue?

At the moment we pay \$50 dollars a month plus taxes and fees which comes out to \$53.56, but they want us to upgrade to a business account for around \$170 per month with taxes and fees for 3months until we learn our lesson.

This is not fair to those of us who do not want to use their archaic cable system and just want online. This is the ONLY cable internet provider in our area and must play by their rules. So if we want to watch TV we have to either use their archaic cable services or pay higher because of their tiny datacap.

If the problem was the datacap, why do they offer higher caps with faster speed? We do not need more speed, we want fair price and not this form of blackmailing.

We do not receive any letters or emails telling us we are reaching the cap, they do not have a proper working website as it is always loading or never works, and we cannot even check our data usage at all until it reaches their miniscule datacap.

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**Ticket: # 338632 - Unreasonable Data Caps****Date:** 6/13/2015 12:19:03 AM**City/State/Zip:** Greenville, North Carolina 27858**Company Complaining About:** Sudden Link

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**Description**

Suddenlink imposes data caps on all customers in an effort to prevent streaming services such as Netflix and Hulu. When imposing the cap, the claim was that it would impact less than 1% of customers. Years later, the caps have barely increased though digital consumption has greatly increased.

Streaming Netflix in HD uses 3GB an hour, with Ultra HD using 7GB. My 75Mbps service has a 350GB cap. That cap is easily reached in a short time. I am an avid gamer and digital game downloads are often 50GB for the game and have an update anywhere from 10-25GB that is necessary to play. Even if the game is purchased on disc, the update still has to be downloaded. In the future, the game will have updates that have to be downloaded. It's unacceptable that I can't use the internet that I'm paying for in the manner that I would like to. I can buy additional tiers of data for \$10 per 75GB, up to an additional 300GB per month. One option that has been suggested is to get TV service so that I don't have to stream as much each month. My other option is to get a business connection. I pay \$50 per month for my 75Mbps connection and would pay \$75 for a 6Mbps business connection. A 50Mbps business connection would cost \$350 per month. I'm not using my internet for business, so I shouldn't have to resort to paying a higher price for lesser service.

Suddenlink is the only cable company in the area, so they feel that they can do whatever they would like to and get away with it. The DSL company in my area tops out for me at 10Mbps, but they've managed to eliminate caps while using old technology. There is no reason that Suddenlink can't do the same with much better technology.

There needs to be SOME option for unlimited internet introduced, even if it only applies to the fastest speed (and therefore the highest priced) internet package available. Since that "1% of users" who are using the most data probably want the fastest speed available, it would be a compromise that would be suitable for both parties.

The current practice of additional fees to pad their profits, claiming that it's to prevent network congestion, is unacceptable. If Time Warner started provide unlimited service in our area, I'm sure Suddenlink's fear of congestion would disappear, along with the internet cap. Plenty of other ISPs in areas with competition have figured out how to be profitable without internet caps; Suddenlink needs to do so, as well.

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**Ticket: # 339499 - Comcast Data Cap**

**Date:** 6/13/2015 8:00:23 PM

**City/State/Zip:** Knoxville, Tennessee 37921

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap is purely a revenue generating device that degrades Internet quality and use. In this day and age, data caps are not necessarily and a poor QoS implementation. This practice needs to stop so that better quality internet (both speed, and no cap) can exist in the US.

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**Ticket: # 339837 - Cox considering charging for overage fees - not justified**

**Date:** 6/14/2015 11:21:18 AM

**City/State/Zip:** La Mesa, California 91942

**Company Complaining About:** Cox

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## **Description**

Cox is considering charging for data cap overages. In my area, my only ISP options are Cox and AT&T DSL. Both are now data capped. AT&T already charges for overages and Cox will soon. This plan is not justified by costs rising. If anything, costs are dropping. Please request Cox provide financial justification of this policy shift.

<http://www.dslreports.com/shownews/Exclusive-Cox-Planning-to-Impose-Usage-Overage-Fees-133775>

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**Ticket: # 339902 - Comcast 300gb/month Bandwidth Limit**

**Date:** 6/14/2015 1:00:44 PM

**City/State/Zip:** Huntsville, Alabama 35802

**Company Complaining About:** Comcast

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## **Description**

In my area (Huntsville, AL), Comcast is enforcing a 300gb/month bandwidth limit on all non-business users. With the rise of downloadable software, streaming TV, and streaming movies, 300gb/month can go by quite quickly, especially in a household with 3 people. It's now June 14th, and Comcast emailed us saying that my bandwidth limit for the month of June is already at 100%, and I'm going to be charged \$10 for every 50gb after that.

This is wrong for so many reasons.

1. I don't have another choice of internet providers. WOW internet is in my area, but not available at my location.
2. Comcast owns over the air and cable television companies (NBC Universal). It works in their favor to limit the amount I can stream online so that I don't use other services for media, and use theirs. It's a huge conflict of interest that's incredibly unfair for the consumer.
3. Many other places around the world don't have a monthly bandwidth limit. I lived in China and not only did they not have a bandwidth limit, but I had multiple companies I could choose from for internet. It's a sad state of affairs when the United States has a less free internet system than China (of course, discounting the Great Firewall... ).
4. Comcast hasn't even rolled out their 300gb/month cap to everywhere in the United States yet. We are part of a group of trial cities where they are testing this out. We are guinea pigs and can't do anything about it because we can't change providers.

The whole thing is absolutely infuriating. We are stuck between a rock and a hard place. We can't leave Comcast, but we can't do anything to stop their monopolistic practices in our area.

Please please please do something to stop these data caps from happening, especially given the lack of consumer choice and the technological ridiculousness of the caps to begin with. Please help us in removing this horrible 300gb/month cap that Comcast is shoving down our throats.

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[Ticket: # 340160 - Intenet data caps](#)

**Date:** 6/14/2015 7:37:33 PM

**City/State/Zip:** West Paducah, Kentucky 42086

**Company Complaining About:** Comcast

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## **Description**

Data caps are threatening competition in the marketplace for video services. They are preventing people from choosing alternatives to cable TV due to the limited amount of data available for streaming HD programming. Large families cannot cut the cable and satellite cord due to caps and overage charges. Online gaming, video streaming and general net usage by a large family pushes the cap monthly. Plus, it is unfair that only certain regions are made to police their internet usage due to being in a "trial" region.

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**Ticket: # 341212 - AT&T U-Verse Internet still has data caps**

**Date:** 6/15/2015 2:11:45 PM

**City/State/Zip:** San Jose, California 95125

**Company Complaining About:** AT&T

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## **Description**

When shopping around for a new ISP, I was informed through an online chat with a sales representative that data caps are still in place in the contracts for all plans. The agent tried to downplay my concern by informing me that less than 2% of customers ever exceed the cap, but ignored my concerns that my parents would exceed this amount due to streaming a TON often separately via appletv. I mentioned that FCC net neutrality rules went into effect last Friday but the agent ignored this detail instead choosing to focus on the generous size of the cap (250GB).

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[Ticket: # 344641 - Data caps to high speed internet service](#)

**Date:** 6/16/2015 10:25:54 PM

**City/State/Zip:** Goodlettsville, Tennessee 37072

**Company Complaining About:** Comcast

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## **Description**

Stop Comcast from gauging us on price with data caps that discourage competition from competing video content providers like Netflix, Sling TV, etc. We pay for their Performance Internet and cut cable. We now get data cap overages every month and will now be charged extra for our internet usage. It's clear Comcast is doing this because their poor customer service and high cable prices have driven away customers to competition services and gauging/capping internet usage is a defensive move to persuade customer choice. We only have Comcast as an option for high speed internet and the data cap "test" in Nashville is bad for the customer, selfish practice by Comcast and should not be allowed.

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**Ticket: # 344757 - Throttling and internet in my area****Date:** 6/17/2015 2:47:31 AM**City/State/Zip:** Laurel, Delaware 19956**Company Complaining About:** Clearwire

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**Description**

First and foremost I would like to make a complaint against ClearWire for what I believe to be throttling of my service. Recently (4/27/2015) ClearWire made the announcement that they were going out of business in November. Ever since that time my service has dropped terribly. Although it wasn't that great to begin with it was my only option and it was decent enough for my needs. I went from being able to play games, watch high definition video, and go online without a hitch. Now I can barely even get onto my schools website to look at my grades. I used to have around 4 mbps download (I know not that great) and 1mbps upload (again not that great) now I have 1.38 mbps download and .02 mbps upload. This drop in speed has lead to a barely usable internet service that I still pay \$55 a month for. I can't play games, I can barely watch any sort of video, and a lot of the times going onto a webpage can take a minute or more. It cuts out a lot, sometimes for a couple of seconds and sometimes for a little longer. Basically this service isn't even worth being called a service and I truly believe that I am being throttling somehow because as soon as I got that message about them going out of business my speed went down. Since ClearWire is going out of business on November 6, 2015 I really need a new ISP in my area that is not a satellite service. I have dealt with Hughsnet and Exede and they are absolutely terrible with a really low data cap. I am a student and I need unlimited data for my classes that have a lot of online components or are only online. I have called Comcast, Verizon, and AT&T with no luck. I even talked to a Comcast employee one time and they said they have some sort of agreement with Verizon to not come in area. I don't know why they wouldn't come to my area because from what I heard I live about a quarter mile or less from the nearest Comcast line. These two things are just really frustrating. I helped in the fight for net neutrality and I am really hoping that you guys can help me with my situation. It should be noted that I was gonna send you screen shots of my speed tests and the original message from ClearWire but my upload speed is so bad I couldn't upload the 24.3 MB file.

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**Ticket: # 344849 - Comcast 300 GB/month Data Cap****Date:** 6/17/2015 9:25:02 AM**City/State/Zip:** Alpharetta, Georgia 30022**Company Complaining About:** Comcast

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**Description**

I currently subscribe to Comcast 50 MB Internet service in the Atlanta area. Almost 2 years ago Comcast started a "trial" implementation of a 300 GB data usage cap. In addition to having a cable TV subscription (not w/ Comcast) my family watches Netflix regularly and we blow through the data cap every month and end up buying additional 50 GB buckets one or more times. I have correlated our daily usage (as reported by Comcast's website) to the days when we spend the most time watching Netflix. We are streaming most Netflix at HD quality (but not yet 4K). Given that we are already going over the existing cap, I worry that streaming anything in 4k (when we do get a 4k capable tv) will be unsustainable. In short, I don't believe the 300 GB data cap is remotely reflective of, or adequate for, the current landscape of data usage in the US. Further, if we were to decide to forego cable TV at some point in the future, the Internet options we have currently (Comcast 300 GB cap, AT&T 150 GB) available would be unable to support solely streaming based solution. Further, the lack of competition in this area means that I shouldn't expect any improvement in this situation ever. Thank you for your time.

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**Ticket: # 345142 - Data Caps****Date:** 6/17/2015 11:01:13 AM**City/State/Zip:** Knoxville, Tennessee 37919**Company Complaining About:** Comcast

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**Description**

Comcast has a near monopoly in most areas in Knoxville, in particular apartment complexes. In an effort to cut down on competing streaming services nationwide they are using Knoxville (and other cities) as a test platform for data caps. Currently the data cap is just 300 gigabytes per billing cycle, with 3 "grace" months where you can go over before they start billing you extra.

The data cap policy sets a poor precedent for the future of net neutrality and endangers the free exchange of ideas that the internet embodies.

Firstly, in 2015, 300 GB is nothing. Perhaps a fair amount of people don't reach that cap, but I have gone over it and I don't even consider myself far above average for people my age. My weekly internet usage includes an estimate of 10-15 hours of Netflix/HBO GO, 10-15 hours of Xbox Live, and then regular browsing on phone and laptop. This amount of usage, which I would say is fairly typical for young people, has led me toward the edge of the cap multiple times, and I've even gone over it in months where I've purchased video games for digital download (legally through Xbox Live). These are typically only 20-30GB downloads to give you an idea of how close some months can be.

Secondly, the more that Comcast is allowed put policies like this in place the more that the idea of net neutrality can be chipped away at. Do not allow a precedent like this to be set. We (in Knoxville) often have no choice when it comes to a high speed internet service (DSL does not count in this day in age, far too slow for people who rely on it for work, schooling, and entertainment). Comcast is the sole high speed internet provider in many areas so we cannot show them the policy is wrong by canceling because we would be cutting ourselves off from practical internet service. Comcast knows this and will use the fact that their captive customers are still paying (even though there's no real choice) to justify this policy nationwide. We need the regulatory oversight of the FCC to step in and protect Americans and American interests. Right now this is just a Knoxville problem (and other isolated test beds), but it will become a nationwide issue eventually.

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[Ticket: # 345586 - stop the cap on internet \(xfinity\) comcast](#)

**Date:** 6/17/2015 1:11:18 PM

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

**Company Complaining About:** Comcast

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## Description

Stop The CAP

Avatar

• Cyberspeed510 May 14, 2015 19:34

I'm an internet user and a hulu and a Netflix user and with Comcast caps I cant use online streaming services cause it ill go over my data cap and I also have an xbox one the eats data when it downloads the game updates. please stop all internet providers on imposing data caps. what they are doing is increasing the speed of the download so we can hit the cap faster

Avatar

• Cyberspeed510 May 14, 2015 19:57

also I cant get a strait answer from Comcast on their site it says their not inforceing the data cap but when you call them up they say they are inforcing the data cap on all customers

•  Untitled.png Opens a New Window. (200 KB)

Avatar

• Cyberspeed510 June 09, 2015 20:26

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From: "FCC" <consumercomplaints@fcc.gov>

To: "Cyberspeed510" <cyberspeed510@comcast.net>

Sent: Thursday, May 14, 2015 7:34:27 PM

Subject: Request received: Stop The CAP

Comcast still haven't sent me a letter yet so I would like this case reepend thanks

Hi (b) (6)

Thank you for your submission. Your request has been received and assigned Ticket No. 290941. Throughout the complaint process, you will receive periodic emails updating you about the status of your complaint.

If you have information to add to your complaint or questions about your complaint, please respond directly to this email.

You can view your complaint by logging in to the FCC's Consumer Help Center using the email you provided in the complaint. To do so, go to: <https://consumercomplaints.fcc.gov/access> Opens a New Window..

You can get a password by clicking on the "Get a password" link at: <https://consumercomplaints.fcc.gov/access> Opens a New Window..

Your submission provides the FCC with important information we can use to develop policies to protect consumers, remedy violations of the Communications Act, and encourage future compliance with the law.

Thank you for your help in furthering the FCC's mission on behalf of consumers.

This email is a service from FCC Complaints. Delivered by Zendesk ([http://www.zendesk.com/help-desk-software/?utm\\_medium=poweredbyzendesk&utm\\_source=email-notification&utm\\_campaign=text](http://www.zendesk.com/help-desk-software/?utm_medium=poweredbyzendesk&utm_source=email-notification&utm_campaign=text) Opens a New Window.).

Message-Id:VPS4AZSZ\_5555310388725\_6d083f9a54ccd32c6096f\_sprut

Avatar

• Cyberspeed510 Saturday at 20:40

plus their site still says caps aren't enforced and when I call they say they are

Avatar

• Cyberspeed510 Yesterday at 17:03

still haven't receive a letter from Comcast Netflix and hulu and slingtv should not count as my data limit

Avatar

• Cyberspeed510 Today at 12:52

and also Comcast is increasing speeds with caps , please respond

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**Ticket: # 345890 - Speed and net neutrality issues with Comcast/Xfinity internet service**

**Date:** 6/17/2015 2:17:31 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

We are customers of Comcast/Xfinity and are currently paying for their "Blast Plus" internet, which guarantees speeds of 50 mbps. This level of internet is quite expensive compared to the other levels. Unfortunately, Comcast rarely, if ever, delivers the speed we pay for. We are lucky to hit maybe 25 mbps, and that's on a good day. We have also noticed throttling (particularly when we are on a competitor streaming site) and a times intermittent signal.

Also, we are in Atlanta, one of their test markets for a data cap program. We are given 300 gb of data a month, something we never signed up for or agreed to when we gave Comcast our business so many years ago. We regularly go over this allotment because we get a majority of our entertainment from streaming services like Netflix, Amazon Instant, HBO, Warner Archive, Plex, etc. When we go over this "limit" we are instantly charged \$10 which gives us an extra 50 gb. For every 50 gig over, we are assessed another \$10 fine. There have been months we have gone over by a small handful of gb, are still charged the fine, but we don't get to keep the gb we paid for. They go to waste, can't be rolled over to the next month. We're basically paying for something we can't use. Also- their "usage meter" doesn't provide a detailed breakdown of our usage, where we are using the most, and for length of time. So how do we know their figures are accurate? None of this is transparent; we are expected to just pay whatever they tell us to pay.

Also, we find it curious that Comcast/Xfinity doesn't dock our data usage allotment if we use their streaming and phone services (like their xfinity tv app), but the minute we stream from a competitor like Netflix or get our VOIP from a company like Ooma? The data clock starts ticking. This is concerning to us, especially given the recent rulings on net neutrality. We are currently on the 17th day of the month and we've already been notified (via email and pop-up on our web browser) that we've reached 90% of our limit and we have only 29 gb left. Something doesn't feel right about this, especially when we don't get what we pay for to begin with.

And then to add insult to injury, the majority of the country isn't having to deal with this data cap program. So we are being charged for an experiment that we didn't even agree to participate in?

Calling Comcast for assistance never works. We never get straight answers, we're often told "it must be your computer/router/modem, because everything is fine on our end. We've been told we're too picky, we're crazy, we "don't know what we're talking about." And when we questioned them why are we not getting what we pay for, we've been told "you've got internet, right? So what's the big deal?"

The biggest frustration in all of this is the lack of choice. Atlanta will be adding another ISP provider in the next couple of years, so we will finally have a choice. But what do we do in the meantime? We can't continue as we are.

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**Ticket: # 346681 - How Data Caps are Inherently Biased Against Lower Income Consumers**

**Date:** 6/17/2015 5:19:21 PM

**City/State/Zip:** Savannah, Georgia 31401

**Company Complaining About:** Comcast

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**Description**

I have been an xfinity customer for many months now, and just this month, and data usage cap was imposed on me which I was not informed of ahead of time. Now, as it stands, I am unable to use the internet without paying unfair overage fees that were not mutually agreed upon. This data cap system is downright abuse of the consumer and ISPs engaging in a system of hindering one's service without extra billing is an absurd way to kick one while they are down. Halting internet for people who do not pay more is inherently an act against less economically able people and an act violating the concept of Net Neutrality. Thank you for your time.

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[Ticket: # 346807 - Hughsnet satellite internet](#)

**Date:** 6/17/2015 5:55:23 PM

**City/State/Zip:** Kersey, Colorado 80644

**Company Complaining About:** Hughes Net

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## **Description**

Data caps and throttling

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**Ticket: # 349277 - Data capping**

**Date:** 6/18/2015 2:56:27 PM

**City/State/Zip:** Peachtree City, Georgia 30269

**Company Complaining About:** Comcast

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## **Description**

Yesterday, my family found out that Comcast has been quietly charging us for using more than our allotted 300 GB per month data usage. We were previously unaware that such a cap even existed, much less that it was enforced by charging an additional \$10 per 50 GB used. I have done a lot of research on the issue, and believe that such a cap violates net neutrality. I have read that the FCC may look into the matter further if Comcast decides to take these trial caps that are affecting my family's internet usage nationwide. I would like to ask that you begin looking into the matter now, so that those of us living in areas affected by Comcast's data capping trials can stop worrying about breaking our bank accounts over a few streaming sessions.

\*Please note that I am not the account holder with Comcast, nor am I head of our household.

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**Ticket: # 349742 - Data Cap Bait and Switch**

**Date:** 6/18/2015 3:55:06 PM

**City/State/Zip:** West Fargo, North Dakota 58078

**Company Complaining About:** Cable One

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## **Description**

CableOne is a large internet service provider operating primarily in the Midwest. In Sep/Oct of 2014, I signed up for a plan over the phone after moving to a new apartment with my roommate. I was told there were no data caps when I asked the CableOne employee during the sign-up process.

In terms of usage, my roommate and I like to watch Netflix, HBO Go, and YouTube. We also download video games. We do not use internet services excessively and when we need to download large things, we try to time it at night. For example, my roommate recently had to reformat his computer and redownload many programs.

Fast forward to now. I received an email (see attach.) saying I was over my "data guidelines." This is obviously a form of data capping because the email goes on to say that I need to upgrade my plan (i.e., pay more money) or I'll be disconnected.

When I called CableOne to ask why I'm getting capped when I was told I would not be when I signed up, I was told by the representative that it was my fault for not understanding and that the data cap information was on the website. When I pointed out that I didn't have internet access when I was signing up for internet access and could not therefore read that site, and didn't know it existed until I got this email, I was told again that it was my fault for not understanding.

This is manipulative, scammy behavior. I'd like the FCC to force CableOne to be very clear to its customers about data caps. On its website, it advertises that it does not have data caps (see attach.), but this is inherently false. Thank you and I look forward to hearing a response back.

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**Ticket: # 350102 - CRICKET Wireless Wont stop throttling me and Falsely advertises Unlimited**

**Date:** 6/18/2015 5:08:40 PM

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

**Company Complaining About:** Cricket

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**Description**

Ever since Last March I have noticed that every time I try to watch a Video the Connection Speed all of a Sudden Tanks. I use a Speed test before and get 8.5meg down and 7up. Whenever I try to watch a Video it immediately drops to .125meg up and down and is completely unusable even for basic browsing. Whenever I call to have it fixed it magically just happens to work for an Hour but can only watch in 240p when my connection should easily support 720p. After that hour the whole thing just repeats again. This is starting to happen more frequently now and Is getting completely out of hand.

Also When I bought this plan it was advertised as Unlimited. Only to find out it has a Data Cap and Throttling attached to it. The Definition of Unlimited is Boundless; Without limit yet they clearly have a Limit on it therefore making it not unlimited. I've already tried to work it out with them but they refuse to listen. This Cap and Throttling on my Supposedly "Unlimited" plan is blocking my Access To legal content on the internet and effectively making it so I can't get the legal Content I'm trying to access. I've had enough and they need to stop Capping my Unlimited plan.

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**Ticket: # 350976 - Comcast Data Caps and User Traffic Code Injection****Date:** 6/19/2015 3:33:32 AM**City/State/Zip:** Nashville, Tennessee 37203**Company Complaining About:** Comcast

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**Description**

Comcast is imposing data caps for home internet that are unavoidable by increasing our plan. No option through a service plan is provided to increase our data cap nor avoid paying a large amount of money each month in overage fees based on an arbitrary data cap. The measurements of which they use to gauge user data is completely hidden from the customer and has the potential to be fraudulent. Comcast is also showing signs of slowing down or breaking our paid internet connection once we reach 90% of our data cap with the introduction of code injection in the form of Comcast branded pop up warnings and malware scanning of some sort on our home internet traffic.

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**Ticket: # 353928 - Comcast Data Caps**

**Date:** 6/20/2015 2:50:20 PM

**City/State/Zip:** Monroe, Louisiana 71203

**Company Complaining About:** Comcast

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### **Description**

This day in age, we should not have data caps on cable internet. It is way too easy to blow past the 300gb limit that Comcast has imposed in the last few years. I have gone over the limit 3 times this year and it is only June.

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[Ticket: # 352135 - Sudden link data caps](#)

**Date:** 6/19/2015 2:45:52 PM

**City/State/Zip:** Stillwater, Oklahoma 74075

**Company Complaining About:** Sudden Link

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## **Description**

I live in stillwater Oklahoma, only ISP here worth having is suddenlink. They threw data caps into the service. My family are avid gamers. So we have to spend a great deal of money so we have enough data to be about to continue with our hobby and connect to our friends and family through video chat with skype. I've had to raise my data cap three times, my internet bill is well over my electric bill.

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[Ticket: # 352729 - Comcast data caps.](#)

**Date:** 6/19/2015 5:26:06 PM

**City/State/Zip:** Mobile, Alabama 36619

**Company Complaining About:** Comcast

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## **Description**

Currently I am in an area where Comcast has a data cap. I constantly go over this cap by just streaming Youtube, Netflix, and Hulu. I've even tried adding TV service to lower my need to stream, and I still go over the 300GB cap. There is no reason to cap customers except for more money. I've already contacted Comcast about this issue, and told them I'll be forced to cancel my service if something isn't done soon. I was only met with canned responses and told to get business internet with them since there is no data cap with it, even though I don't even own a business. That seems pretty shady to me.

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[Ticket: # 354474 - comcast not delivering services, price gouging, data caps](#)

**Date:** 6/21/2015 4:06:54 AM

**City/State/Zip:** Roswell, Georgia 30076

**Company Complaining About:** Comcast

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### **Description**

slow to no internet connection, tech no shows, cannot call or online chat because calls drop, been trying to resolve for the 2 months I've had to use them. Oh and there is a data cap? Who does that? Screwing residential users and it needs to stop

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**Ticket: # 354884 - Comcast's Atlanta data cap unreasonably interfering with competitor streaming services**

**Date:** 6/21/2015 8:44:48 PM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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## **Description**

[ This is a replacement and elaboration of Ticket #325844 as an Open Internet violation report, as that type of violation was not available at the time of the original report and the violation persists today. Please feel free to close or delete the original ticket as this ticket is far more detailed. ]

When I lived in Florida, my family of four loved streaming from Netflix, Amazon Prime Video, and YouTube. Our usage patterns are unchanged, but now we're unjustly being forced to change our internet usage patterns and constantly worry about increased fees, even as we pay handsomely for their high-end "EXTREME 105" package, as we've now run out of the three "Courtesy Overage Allotment" credits they provide to forgive the overage fees in three separate months.

Comcast's Xfinity brand only subjects a small fraction of their install base to these unethical and outdated data cap limits with overage charges via a "trial" program created in 2012. This long and limited trial implies that Comcast itself understands that the practice is unacceptable general conduct. I imagine Comcast understands that the outcry from both the FCC and Congress would be immediate and severe if they were to activate this program across their entire install base and that a limited and gradual rollout presents them with the opportunity to claim user and even FCC acceptance due to the inherently limited number of users who would object to this anticompetitive behavior in such a small pool.

Comcast's trial data cap even changed my purchasing behavior, as I was previously investigating purchasing a "4K UHD" television as Amazon Prime and YouTube now have offer this Ultra High Definition content for free and Netflix has a new supplemental "4K" catalog, because of Comcast's data cap. And there is simple no way to receive this content through Comcast's own services, as much of these programs are original content. In addition, I no longer stream video on my primary computer monitor due to this data cap, in fear of what these video streaming providers would do upon detecting my high-resolution "Apple 5K iMac" screen, which as the name implies has many more pixels than a 4K stream delivers.

Comcast's overage charges act as an unjust tax upon the open internet. My gaming console purchases now come with this third-party fee due to the size of current-generation games. My pre-purchase of the Playstation 4 title "Batman: Arkham Knight" will result in a 47.8GB download which may actually exceed 50GB with the pre-order bonus content. That \$59.99 purchase will consume an entire 50GB overage block, resulting in a \$10 overage fee, an unbelievably unreasonable 16.7% levy for downloading the game. I expect similar download sizes and penalties for my other pending pre-orders as well. If

Comcast's trial data caps have not changed in the individual markets, yet the speed of service (which affects how quickly you can surpass a data cap) and streaming video have both advanced

significantly in the past few years. I suspect the speed difference explains why my family's data usage went from around 300GB/month at my prior residence in Florida to around 600GB/month at my new home in the Atlanta suburbs, as our personal usage patterns have not changed, but our Comcast Xfinity internet went from averaging 30Mbps on a good day to now averaging 105Mbps and often bursting up to nearly 50% higher. With no noticeable change to our behavior, we suspect the doubling is due to our streaming video providers, especially Netflix, delivering higher quality versions of the videos we consume. I as a user cannot realistically change this beyond disabling HD content, which even our previous installation permitted.

Comcast may look at mobile providers with envy and even consider their data allotment and overage charges to be equivalent, but they would be mistaken however, because 1) if my mobile plan approaches the data cap and overage charges, I can go online and review the usage of every device connected to the mobile provider's network. I can do no such thing with Comcast, leaving me unable to effectively root out "data hogs." 2) The mid-tier 40GB family plan I subscribe to with my mobile carrier is more than enough to handle my family's data use, even with heavy mobile activity, mostly because devices on mobile networks inherently use less data due to their smaller size, responsive content, and battery limitations. Comcast's 300GB data cap however is fundamentally incompatible with a video streaming internet as the devices on wireline networks have larger screens (especially HD televisions) requiring higher quality and thus significantly more data usage for the same content. If you consider that my television is 13.75 times the size of my mobile phone and I have 3 times as many wireline devices, a more comparable data cap would be 41.25 times my 40GB mobile data cap: 1,650GB. 3) Mobile data providers don't share comparable barriers to entry since they only have to focus on connectivity to a tower location instead of directly to each and every residence and business they serve, making the mobile data market a more vibrant competitive market than wireline internet, which unlike cable video doesn't even face significant competition from satellite providers who cannot overcome transmission latency limitations. 4) My mobile data allotment changes with package options while Comcast's data caps are fixed no matter how much more you pay to upgrade your bandwidth in all trial areas except one (Tuscon, AZ).

The complaints of these users have not resulted in any program changes by Comcast.

Chairman Wheeler, I implore you to take action against this regressive Comcast Xfinity data cap program which is undermining the open internet.

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[Ticket: # 354924 - Comcast Data Cap](#)

**Date:** 6/21/2015 9:55:53 PM

**City/State/Zip:** Kennesaw, Georgia 30152-7317

**Company Complaining About:** Comcast

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### **Description**

We currently have a 300MB data cap with comcast and have gone over the data cap twice. Please do anything in your power to get this cap removed from Comcast

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**Ticket: # 354941 - The Comcast Data Cap is Unfair and Unrealistic**

**Date:** 6/21/2015 10:16:36 PM

**City/State/Zip:** Villa Rica, Georgia 30180

**Company Complaining About:** Comcast

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**Description**

I have created a detailed account of the Comcast data cap history and how it has only increased 50gb since 2007. Please take a look at an in dept blog post discussing the data cap <http://thenerdynurse.com/2014/12/comcast-data-cap-ruining-life.html>.

Our internet usage has increased dramatically in the past 10 years, but Comcast has not responded appropriately. The additional data costs Comcast nothing and is likely put/kept in place as a mechanism to bypass Net Neutrality rulings that prevent Comcast from throttling services like Netflix. Now Comcast merely has to wait for you to go over your limit to gain the income lost from charging Companies like Netflix big fees to get their services through.

Please investigate the data cap that is currently only in place in test markets and side with the customers who are being held to unrealistic internet usage standards in 2015.

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[Ticket: # 355505 - Deceptive practices](#)

**Date:** 6/22/2015 12:05:11 PM

**City/State/Zip:** Grandview, Texas 76050

**Company Complaining About:** Dish Network

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### **Description**

Unrealistically low data cap. Company was DECEPTIVE in stating that 20 GB data/month, when in actuality the cap is 10GB anytime and 10GB between midnight and 6 am. ISP also throttles data even at the BEGINNING of a billing cycle.

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**Ticket: # 355644 - Comcast Data Cap**

**Date:** 6/22/2015 12:41:11 PM

**City/State/Zip:** Lakeland, Tennessee 38002

**Company Complaining About:** Comcast

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### **Description**

I just switched from AT&T U-Verse to Comcast. On the phone with Comcast when I was setting up the switch I specifically asked Comcast if there was a data cap and they told me plainly- "NO". Well it was a total lie. Now that I have made the change a relative showed me that yes Comcast has a data cap in place for me. I am furious that they would lie to me just to get me to switch from U-Verse!!!  
Ridiculous

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[Ticket: # 355755 - Comcast Data Cap](#)

**Date:** 6/22/2015 1:11:16 PM

**City/State/Zip:** Atlanta, Georgia 30346

**Company Complaining About:** Comcast

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### **Description**

Comcast is imposing data caps causing speed reduction when the cap is closer and additional charges after the cap is reached to get internet.

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**Ticket: # 355940 - Data caps**

**Date:** 6/22/2015 1:59:41 PM

**City/State/Zip:** Bossier City, Louisiana 71111

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink in Bossier City LA has varying data cap pricing. My wife and I watch most of our media via streaming and also play online video games. With most media going digital, data caps make no sense whatsoever. Every month we almost hit are data cap of 250 GB and have to stop watching Netflix, Hulu, etc. Video game software size is also becoming much, much larger. Most games i download via Steam are around the 20-40 GB number. Please look into this, Suddenlink is the only cable internet provider in town and we dont have the option of switching.

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**Ticket: # 356415 - Data Caps on Internet Usage****Date:** 6/22/2015 4:16:40 PM**City/State/Zip:** Tuscaloosa, Alabama 35406**Company Complaining About:** Comcast

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**Description**

300 GB Monthly limit is not sufficient for our current usage and we continue to get notices that we are exceeding the limits, but have no way to validate or verify our usage other than to take Comcast's word for it and even they can not provide any specific details on usage, devices or what kinds of activities are consuming the data, (Gaming, Movies, Music, TV, etc.) The caps were defined in 2008 with little regards for future increases due to technology advances, availability of material, gaming advances and increased reliance on the internet for daily use. I live in a Test Market that has the cap to see what revenue that Comcast can reap from the consumers.

I do not believe that I should be penalized for exceeding some arbitrary cap that can not be adequately audited or verified and I am held hostage to with overage charges. Comcast should not have data caps on users, the prices we pay now for basic services are sufficient to support the infrastructure, operations and still manage to show a very hefty profit. Please have them remove these caps and let the users have unfettered usage.

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**Ticket: # 356571 - Comcast Data Cap Limits**

**Date:** 6/22/2015 4:55:14 PM

**City/State/Zip:** Savannah, Georgia 31410

**Company Complaining About:** Comcast

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**Description**

Comcast has a data cap on our city (Savannah, GA) which provides a lot of people extra cost on their monthly bills. Myself and coworkers go over our data cap every month because of the nature of our job. It's not far to put a data cap on our city.

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**Ticket: # 357177 - Comcast Data Cap**

**Date:** 6/22/2015 9:03:47 PM

**City/State/Zip:** Mount Juliet, Tennessee 37122

**Company Complaining About:** Comcast

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### **Description**

We are evidently in a trial market in Nashville, TN where we are capped at 300gb. When our son plays video games, we stream movies and 2/3 into the month we are at 90% usage is ridiculous, we've been with them for less than a year and under contract but we were never told about a data cap, we found out by an email stating we are at 90%. If the cap is not lifted we will NOT be with Comcast after our contract is up if we can even wait that long.

Thanks for hearing me rant! I'm sure you hear this stuff all the time.

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**Ticket: # 357474 - Video Traffic Being Blocked**

**Date:** 6/23/2015 6:47:13 AM

**City/State/Zip:** Hastings, Michigan 49058

**Company Complaining About:** Wildblue/viasat

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**Description**

I have Exede internet, after passing my soft "Data Cap" Videos will be stopped from loading. On 6/23/2015 I tried to access YouTube, the video would not load, after retrying, I still had bandwidth available to perform searches, find the FCC website and file a complaint.

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[Ticket: # 357723 - Comcast Data Cap is theivery at it's finest](#)

**Date:** 6/23/2015 10:45:42 AM

**City/State/Zip:** Acworth, Georgia 30102

**Company Complaining About:** Comcast

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## **Description**

Of a house with only three people in it, we often exceed this ridiculous data cap within 20 days of a new cycle with "Normal" TV viewing and streaming. This is nothing but a a cash grab and must be stopped. There is really no competition in the market and thus allows these "digital overlords" to get away with this nonsense. END THE DATA CAP NOW!

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**Ticket: # 357937 - Stop the Comcast Data Caps!**

**Date:** 6/23/2015 11:56:16 AM

**City/State/Zip:** Charleston, South Carolina 29466

**Company Complaining About:** Comcast

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**Description**

Good afternoon,

I have been an on and off Comcast Subscriber in the Charleston, South Carolina area since 2006. When I first started my service there were no such thing as data caps .. or "data thresholds" as Comcast likes to portray them as. Now for the past 2+ years my area has had to keep our usage under 300GB per month or else pay 10\$ extra per 50GB.

This is obviously a ploy to circumvent Net Neutrality laws by forcing the consumer to not stream movies/tv, download music or other media, or simple USE THE INTERNET FREELY. Everyday I have to wake up and look at my data meter to make sure that I am staying with in my "data budget".

I would like to consider myself a "cord-cutter". I'd love to get rid of my cable TV bill, but I simply cannot watch my Netflix and other services without almost instantly getting alerted that I am approaching my data cap. I pay Comcast for their premium services.. and I still get treated terribly by them. Almost 10 years as a customer and I can't wait for their local monopoly to end. If no other comparable option is available in my area, these practices of price gauging should be ILLEGAL!

My options are: Comcast 105Mbps or AT&T 25Mbps

Please hear our cries, FCC. Outlaw these money hungry monopolists and their practice of creating Data Caps!

Sincerely,

(b) (6)

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**Ticket: # 358571 - Comcast Throttling Netflix, Cost, and Data Caps**

**Date:** 6/23/2015 2:17:05 PM

**City/State/Zip:** Savannah, Georgia 31401

**Company Complaining About:** Comcast

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## **Description**

I have done speed tests at set time intervals before and after i start watching pause or close a netflix window and I believe that my internet connection is being intentionally slowed.

My internet bill was increased because I was no longer in a promotional pricing and was unable to qualify for any other promotional offer. Now my bill went from \$30/mo to \$90/mo.

I'm also having to pay twice for my bill, if I stream too many shows I hit my data cap almost every month. Why is comcast providing a service if they cannot provide the correct amount of bandwidth to its customers?

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**Ticket: # 358632 - Discriminatory treatment of Comcast internet customers****Date:** 6/23/2015 2:26:12 PM**City/State/Zip:** Rydal, Georgia 30171**Company Complaining About:** Comcast

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**Description**

In light of net neutrality, I wish to complain about Comcast's imposing of trial 'data caps' for users in my area (greater Atlanta area). They are billing users for using data that goes over the 300 GB limit a month, yet Comcast internet customers in other parts of the country do not face this policy and/or penalty for going over the 300 GB data limit. This is clearly an act of discrimination and therefore should be prohibited as it directly violates the provisions of net neutrality and restricts some users internet usage by region while others are free to use as much unlimited internet data as they want without any financial penalty. All users in all regions should be treated equally and fairly and this is clearly not the case.

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**Ticket: # 358648 - Unfair Practices****Date:** 6/23/2015 2:28:03 PM**City/State/Zip:** Atlanta, Georgia 30317**Company Complaining About:** Comcast

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**Description**

Comcast has been unfairly measuring and billing internet usage in my area. Recently, about a year ago, Comcast began instituting what it refers to as a 'data cap'. However, this cap is actually a bandwidth limit that disagrees with the limit advertised in the description of service. Furthermore, Comcast forcibly reroutes webpages injecting inefficient 'pop-up' reminders when nearing the end of the allocated 'data cap', which effectively reduces the data cap for customers without their consent. These two practices can be considered independent complaints, though both show a flagrant disregard for the recent requirements of net neutrality.

Comcast offers a package where you are said to receive 50 Mb/s. This is a measure of bandwidth. Comcast only provides 300 Gb/month, which is also a bandwidth. Comcast has been getting around this by lying and calling 300 Gb/month a 'data cap'. A data cap would be a cap on the amount of data you may collect. For example I can cap the data someone is allowed at 300 Gb, but it cannot be for a specified time period. By specifying the time period that the data may be accessed in they are defining a bandwidth. This may seem like an issue of semantics, but it is really not. Why would I pay for download speeds of 50 Mb/s when I can only download at a rate of 300 Gb/month. I happen to be very active in the linux community and often enjoy downloading and seeding many Gb of ISOs for various linux distributions. If I download only a handful of 1-4 Gb distributions I am already at 10% of my monthly bandwidth. I am then throttled at the end of the month, slowing down the rate at which I may distribute these ISOs to other freedom loving linux users.

Second, at the end of that month Comcast will inject pop up ads into my web content effectively slowing down non Comcast content. This is done automatically without consent and is included in the monthly bandwidth allocation.

Please, do something with these people. Break up their monopoly and encourage more competition in my local market. Maybe make it easier for municipalities to provide broadband access. Right now, I am stuck with only one cable provider, and they use these sorts of unfair practices to swindle money from people.

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**Ticket: # 359574 - Data caps again**

**Date:** 6/23/2015 5:46:35 PM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

To whoever this concerns this is my second complaint. With streaming services like Netflix and the start of 4k streaming Cox should be allowing for a more open uncap-ed internet model there is no justification for data caps with the upgrades on with the network that free up congestion and allow a more faster and reliable connection with the advent of Docsis 3.0 modems which the company freely supplies. A few years ago people have shot down Time Warner cable data caps I expect the same I understand it's just about more money and less consumer gain it is only gonna get worse if it is not stoped I am very concerned. Thank you

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**Ticket: # 359789 - Armstrong Data Caps**

**Date:** 6/23/2015 6:52:02 PM

**City/State/Zip:** Cranberry Township, Pennsylvania 16066

**Company Complaining About:** Armstrong Cable

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## **Description**

I am currently facing a 250gb data cap a result of Armstrong Cable. If I lived in a non-monopolistic country with regards to high speed internet, this would not be a problem as I would immediately switch to another company that does not have such terrible and archaic practices. As a gamer and a high consumer of digital media, it is extremely easy for me to go over this data cap. When you just figure in the usage of Netflix, Twitch.tv, or other HD media streaming services, it's easy to use upwards of 10gb a day as a single user. If you consider the size of a current game, it could range anywhere from 10gb to upwards of 60gb.

To make matters worse, the data cap rises based on buying cable and telephone service through Armstrong. If data bandwidth were truly an issue, how would adding Cable or telephone magically create more bandwidth per month?

I will be moving in with my girlfriend this summer, and adding another high consumer of digital media is going to prove to be a huge problem. Why are data caps still allowed in this day in age?

Can something be done to combat these archaic practices?

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**Ticket: # 360117 - Recent data cap enforcement**

**Date:** 6/23/2015 8:40:59 PM

**City/State/Zip:** Tulsa, Oklahoma 74137

**Company Complaining About:** Cox

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## **Description**

Recently my ISP, Cox increased my data cap per month to 700 gigabytes. It used to be half of that until about a month ago. On the surface, that looks nice. However, the cap used to be a "soft cap" where you would not be charged extra money for exceeding their limit. Now, if you exceed the limit, you will be charged extra money.

There is only one competitor in the area, ATT DSL, which is significantly slower. Cox knows they have no real competition at the medium and high speed tiers, so they are able to do this. They are given an operating license by the FCC, however, and they are a government sponsored monopoly. Can the FCC apply pressure to them to remove these ridiculous caps? Competitors such as Google are able to offer unmetered internet access in cities with similar density to mine, with MUCH higher speeds, at the same cost.

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**Ticket: # 360215 - DataUsage Cap**

**Date:** 6/23/2015 9:34:31 PM

**City/State/Zip:** Madison, Alabama 35756

**Company Complaining About:** Comcast

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## **Description**

300 GB of data usage is awful. With the vast array of streaming video on demand services out there in addition to 4k content, a single person could easily go through 300GB of data per month (let alone a family). To me, this is not an open internet. It is restrictive. I have expressed disinterest in Comcast's data cap and have been met with nothing but sales pitches. As a customer for over 7 years, I never once heard from them. Then I canceled my cable service and they call me twice a week to offer my promotional services. When asked what they could do to help make their service better, I said, "remove the data cap." I was told the agent was not authorized to do that.

I have no choice in ISP for the bandwidth I require (as I do occasionally work out of my home and perform data intensive scientific analysis). Fibre is currently being installed in our area and the second it is available, I will ditch Comcast like a bad habit.

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[Ticket: # 360264 - Comcast Data Limits are an infringement on Net Neutrality](#)

**Date:** 6/23/2015 9:53:41 PM

**City/State/Zip:** Atlanta, Georgia 30305

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted 300gb data caps in my market (Atlanta). This move is a thinly-veiled attempt to restrict competition from internet-based competitors, such as Netflix, Amazon Prime, or Hulu. In the past two months, I've received a message informing me that I've hit my data cap. I've asked them to supply me with the logs for the connections or DNS requests or whatever would prove where I'm using my data, and they've failed to do so.

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[Ticket: # 360277 - Comcast cost and charges](#)

**Date:** 6/23/2015 10:00:51 PM

**City/State/Zip:** Topsham, Maine 04086

**Company Complaining About:** Comcast

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## **Description**

I pay a base price of 79 dollars per month for Internet. Comcast has a monopoly on high speed Internet in my area, and I believe part of my bill is because I do not subscribe to Comcast Cable TV. In addition to paying the base price, I am also data capped at 300gb per month, and charged 10 dollars for every additional 50gb block. Monthly, for only having 105mb down and 10mb up, I pay an average of 120 dollars.

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**Ticket: # 360490 - Data Caps, pricing, and**

**Date:** 6/23/2015 11:13:32 PM

**City/State/Zip:** Lebanon, Virginia 24266

**Company Complaining About:** Shentel

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## **Description**

I am filing a complain on my local cable company, Shentel, regarding data caps they have implemented on our area since May, and the price of their plans in the area. The data caps are an unfair practice to those of us that have cut the cable services and rely on internet for our entertainment. The pricing in the area is unfair. I pay \$100 for my 25mbps connection, where in the next town over (15-20 minutes away), the ISP offers the same speed for \$35. This to me is predatory and unfair costs.

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**Ticket: # 360725 - Wildblue/Exede is blocking certain sites/services once you go over the data limit**

**Date:** 6/24/2015 1:35:39 AM

**City/State/Zip:** Exeter, California 93221

**Company Complaining About:** Wildblue/exede

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## **Description**

Ever since October 2013, I have been unable to use certain sites after going over Wildblue's data cap. It is actually stated in their Data Allowance Policy that they can slow/restrict certain sites once you go over the limit. Is this a violation of Net Neutrality?

The sites/services that are affected are:

Youtube

Steam

Pandora

Xbox Live

Netflix

Amazon Instant Video

Deviantart

<http://www.exede.com/documents/master/data-allowance-policy.pdf>

Here is a link to their policy. ^

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**Ticket: # 361395 - COMCAST Internet data cap internet with price increase**

**Date:** 6/24/2015 11:18:27 AM

**City/State/Zip:** Mount Pleasant, South Carolina 29466

**Company Complaining About:** Comcast

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### **Description**

Comcast has instituted a internet data cap in the Charleston, SC area and has raised prices. The data cap is very low and I believe that it was started to discourage customers from streaming online entertainment services, such as Netflix or Hulu. I called them a few times to inquire about a the new policies, but was told, basically too bad. I have NO other internet choice in my area, otherwise I would leave them. They know this and will continue to gouge customers.

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**Ticket: # 361410 - Comcast**

**Date:** 6/24/2015 11:23:15 AM

**City/State/Zip:** Savannah, Georgia 31419

**Company Complaining About:** Comcast

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## **Description**

1) they have imposed a data cap in this test market, which I keep going over. I have decided to switch to business class as I work from home and am tired of paying the overage.

2) I have to pay a \$150 fee to instal the internet (the same internet I currently have and have had for 10 years but is now called 'business class') I was told this was to deter people who did not have home businesses from switching just to avoid the data cap. I was told this by the comcast employee I spoke to.

3) Comcast lobbies local politicians to keep competitors out of our area. Residents of Savannah who want high speed internet are FORCED to use comcast as we have no other options.

4) when I move to a new location it took them nearly a year to figure out why my internet and cable would not consistently work. Countless hours spent on the phone and driving to their location to switch out boxes. In the end I fixed the problem myself. THEY won't allow me to bill them for my services.

5) Consumers should not be forced to do business with companies who treat their customers so poorly. The fact that they have a monopoly on high speed internet here is a travesty, and it MUST BE DEALT WITH>

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**Ticket: # 361413 - Comcast Data Caps**

**Date:** 6/24/2015 11:24:07 AM

**City/State/Zip:** Johns Creek, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently began threatening to bill me for data overages. This just started happening with in the last two months and I've been a Comcast customer for years. I originally had unlimited internet which is no longer unlimited. I live with one other person (we both work full time), we have not changed our data usage, and really just watch Netflix. A Comcast rep told me they never had unlimited internet (not true) and tried to upsell me to a business line. I believe they are using the data caps to justify upselling of business lines to average consumers. We do not excessively download and use our internet primarily for web usage and Netflix. This appears to be a bait and switch on the part of Comcast.

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**Ticket: # 361457 - Comcast Abusing Monopoly to Force Customers into Multi-Year Contract**

**Date:** 6/24/2015 11:37:24 AM

**City/State/Zip:** Atlanta, Georgia 30317

**Company Complaining About:** Comcast

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**Description**

Comcast's data caps are clearly designed to push power users into signing multi-year contracts for their uncapped "business class" service. Since Atlanta's a captive monopoly market, consumers have no choice but to conserve bandwidth or agree to an even more one-sided agreement through their "business class" service.

These data caps result in my advertised \$50/month service averaging closer to 81-95 dollars a month. The data caps are consistent regardless of level of service purchased, so even though I pay for a 50Mb line, my limit is the same as someone with 10.

Finally, I believe this strategy is designed to motivate users to "upgrade" to their "Blast Plus" plan, which includes their TV service, and punish users that choose to forego a cable plan. This is evidenced by the fact that, even when calling for technical support, they attempt to "upsell" to TV and Phone service.

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**Ticket: # 361563 - Unfair Data Caps by the SuddenLink cable monopoly in Kingwood, TX**

**Date:** 6/24/2015 12:09:01 PM

**City/State/Zip:** Kingwood, Texas 77339

**Company Complaining About:** Sudden Link

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## **Description**

While it's possible they will argue there is competition, what competition there is does not offer remotely the same service SuddenLink does. Unfortunately our household requires a significant amount of data, and SuddenLink's unfair data caps leave us paying exorbitant amounts of overage for no reason other than they can charge us. If you ask them SuddenLink maintains that the caps are to discourage piracy, but with the advent of legitimate video services on the Internet (Netflix, Hulu, etc) this is clearly just an attempt to punish those customers who don't want to pay SuddenLink for cable TV service in addition to the ISP bill. No other ISPs in the area, even other SuddenLink offices (none of which service my home) have these data caps.

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**Ticket: # 361999 - Comcast monthly internet data caps, streaming service limitations**

**Date:** 6/24/2015 1:48:48 PM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted monthly data caps for home Internet customers in the Atlanta area, whereas each customer is allotted 300GB of data per month regardless of which Internet plan they have. Additional data usage over 300GB per month results in overage charges and fees, in addition to warning messages and popups being inserted into web pages viewed by the user. This limit on data usage and the associated overage fees are easily seen when a single customer streams movies or videos, plays online games, or downloads large files throughout the month, not to mention a household with multiple members using individual connected devices on a daily basis.

Whats more, Comcast's own streaming services do NOT count towards this data limit, only competing streaming services such as Netflix. This could be a violation of net neutrality rulings in that one streaming service (which is owned by the ISP) is being given preferential treatment that does not coincide with the wishes of every customer.

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**Ticket: # 363023 - COMCAST ~ Data Cap**

**Date:** 6/24/2015 5:59:16 PM

**City/State/Zip:** Dacula, Georgia 30019

**Company Complaining About:** Comcast

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### **Description**

My internet data is being capped at 300GB per month. However the data cap is not attributed to only my internet usage since I also have internet phone and stream movies through 3rd party providers such as NetFlix and Roku in an effort to reduce my over TV bill. Comcast states this is a trial, however the "trial" has been going on for 2yrs.

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**Ticket: # 362716 - Comcast data cap**

**Date:** 6/24/2015 4:35:10 PM

**City/State/Zip:** Acworth, Georgia 30102

**Company Complaining About:** Comcast

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## **Description**

Over the past 2 years Comcast has implemented a 300gb data cap on my home internet usage. My household does not use Satellite or Cable for our television but rather we use a variety of streaming services including Netflix, Hulu, Amazon prime and HBO Now. My family also plays downloads games and content from Xbox and other online sources. Almost every month without fail, we exceed the 300gb usage limit and are charged \$10 for each 50gb over that we go. If we use 399 gb in one month we are billed \$20 for an extra 100gb. However if we use 401 gb in the next month we would be billed \$30 for an extra 150gb. It seems that I am essentially purchasing an initial monthly allotment of 300gb from Comcast. If I exceed my allotment they will automatically give me more in 50gb increments. If I don't use all of that data in the monthly period I lose it. So they could theoretically disperse an extra 50gb to me on the last day of my billing cycle and basically extract an extra \$10 from me for data that I have no chance of actually using. This data does not roll over from month to month. In addition, this practice is not in use for all Comcast markets meaning that I am being charged extra, sometimes to the tune of \$50, \$60, \$70 or even \$80 a month for the same service that people in other Comcast markets are not. If there was any other option in my area for the level of bandwidth that my household requires I would have left Comcast long ago. As it stands they are the only option that offers anything above 16mbps service in my neighborhood. My choice is to either drastically reduce the amount of bandwidth that my family uses, which would negatively impact our quality of life, or just resolve myself to the fact that my internet bill will vary widely from month to month with little to no visibility from my end to why.

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**Ticket: # 363316 - Comcast data cap "test market"**

**Date:** 6/24/2015 7:57:13 PM

**City/State/Zip:** Alpharetta, Georgia 30004

**Company Complaining About:** Comcast

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## **Description**

Comcast is unfairly treating customers based on competition in the area. I have three options in my area:

- 1)Comcast and data caps
- 2)Slower internet
- 3)Sign a 2 year commitment for Comcast Business Internet

Comcast does not treat all of their customers this way. The cost and limitations on data are not being "tested" in markets in which they have competition. This must be addressed.

Please push Comcast to treat ALL of its customers in the same manner.

Thank you.

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**Ticket: # 363347 - Comcast data caps used to discourage competing VOD services like Netflix**

**Date:** 6/24/2015 8:11:48 PM

**City/State/Zip:** Sandy Springs, Georgia 30350

**Company Complaining About:** Comcast

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## **Description**

In my area, Comcast imposes a data cap of 300 GB/month on residential internet customers, regardless of bandwidth tier, and then charges \$10 for each additional 50 GB of use. This includes reasonably-priced high-quality video streaming services like Netflix, Amazon Prime, and Hulu. This does not include Comcast's Xfinity VOD services which require a costly Xfinity TV subscription plus set-top box rental fees, and then (approximately) \$2.99 for a HD TV episode and \$5.99+ for a HD movie, with a significantly inferior catalog. These two categories of service are treated differently despite being provided over the same coaxial cable network using IP protocols. Therefore, metering Netflix and Amazon and not Xfinity VOD is a violation of net neutrality. This strategy is consistent with Comcast seeking payments from Netflix for not deliberately failing to maintain sufficient interconnects between Netflix and Comcast customers.

My cost for internet-only 50 Mb/s service was \$41.99/mo. Adding TV would have cost at least \$20/mo including subscription and fees, plus the cost for any individual streams. My family makes significant use of Netflix streaming, which resulted in multiple \$20 overage charges and at least one \$80 overage charge. In order to avoid these overage charges I was forced to switch to Comcast's more expensive business service, where \$69.95 gets me 15Mb/s. Ever since I had this service "installed" (an operation that required no physical changes to either the network or my equipment) I have suffered intermittent periods of a complete loss of data throughput. Several times when I have called in to report the problem, the representative tried to up-sell me to a \$109.95 50Gb plan. It is my belief, then, that Comcast's violation of Net Neutrality with respect to VOD services imposes an unfair cost of  $(\$109.95 - \$41.99) = \$67.96$  in the case of someone pushed into Business class, or \$80 in the case of someone who was charged 8 overages worth of Netflix streaming.

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**Ticket: # 363727 - Data caps**

**Date:** 6/25/2015 12:19:32 AM

**City/State/Zip:** Folsom, California 95630

**Company Complaining About:** Comcast

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## **Description**

I believe the current existence of data caps on residential internet services is outrageous, and I'd like to see heavily regulation from the FCC to prevent ISPs from imposing improper data cap guidelines.

I am a very big believer in that heavy users should be paying more for their usage. It's truly only fair! Though, the issue with data caps is that ISPs purposely set very low thresholds for customers, and then charging them an insane amount to purchase more data.

The truth is, that more and more services are becoming purely internet based and overall usage from all internet users is increasing. Most notable here, streaming services are taking off left and right. More and more users are using services such as Netflix and HBOGO to get their content instead of purchasing TV service through an ISP. This is causing ISPs to see a serious loss in revenue from their TV platforms. To make up for this loss in revenue ISPs are purposely setting low data caps on their internet services and automatically charging users who go over this cap.

Right now, Comcast is currently trialing their data caps in a few select markets, and are enforcing a 300GB cap per customer no matter what their paid speed is. They are also offering additional data at \$10 per 50GB to those customers.

I have two issues with these current rules. 300GB of data is legitimately not a whole lot of data for your average size household, and the cost to purchase additional data is too high. Lets try to put this in perspective using Netflix as our source.

Netflix says a standard HD stream from them will use about 3GB per hour of streamed content. That means that a standard hour and twenty minute movie will cost you 3.2GBs of data. Now lets assume you have a family of four, all of which stream Netflix. If every single member in that family watched 4 movies per week for a month, they would have used 204.8GBs. Whelp, there goes 70% of your data cap due to streaming alone! In reality, the usage would likely be much higher. Now we need to add on anything else you do online which will also add to your data cap. Lets assume one person in our family is a gamer, and that user decides he wants to download the new Grand Theft Auto game. Are you aware that the average size of an AAA title is 60GBs? Whelp, now we're up to 264.8GBs this month and so far all we've done is watch a couple of movies before bed and download a single game. Can you imagine if we watched a movie each night and downloaded multiple games?

As the father in this "high usage" house I see these numbers and say no big deal, we'll just pay for the extra usage. How much is it? Currently, Comcast is charging \$10 per 50GB! That is a completely outrageous price for the industry as a whole, let alone for an ISP which generally doesn't pay for data in the first place. Lets look around at some other data providers and see how much data they include in their services and how much they charge for additional data.

Softlayer: Standard dedicated server

Included: 20TB  
Addon: \$50 per TB

GoDaddy: Standard dedicated server  
Included: 5TB  
Addon: \$40 per 5TB

HostGator: Standard dedicated server  
Included: 10TB  
Addon: \$75 per TB

NFOservers: Standard dedicated server  
Included: 30TB  
Addon: \$2.99 per 2TB

So, here's where I am getting confused. How is it all of these much smaller companies who must purchase their data can provide their customers with ample amounts to begin with and offer reasonable price for additional data, but ISPs cannot? The answer? ISPs are being extremely greedy and will take whatever we allow them, and then some.

But Wait, There's More!

Comcast, along with other ISPs offer business class solutions to customers. These are primarily aimed at businesses, but as of late they are appearing more and more attractive to residential users. Why? No data caps. Lets take a look at pricing..

Comcast: 75/15Mbps connection(new customer) \$44.99/mo 300GB data cap  
Comcast Business: 75/15Mbps connection(new customer) \$144.95/mo no cap

So, what I am being told is that I can stay on residential and only get 300GBs of data and pay \$10 per 50GB over, or I can upgrade to business for only an extra \$100 and see no cap? On top of the benefits businesses get? Seems like a great deal, and you'd be right. Under current practices it is truly a great deal..but it doesn't make any sense. Are we all aware that business and residential customers are not isolated? It's the same network, with the same equipment. Nothing is changed, besides the title.

In conclusion, ISPs are clearly being extremely greedy here and just nickel-and-diming customers. It's outrageous to see this type of treatment and I sincerely hope that FCC starts paying attention to these matters.

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**Ticket: # 363671 - unclear practice of data caps with Cox**

**Date:** 6/24/2015 11:28:48 PM

**City/State/Zip:** Fayetteville, Arkansas 72701

**Company Complaining About:** Cox

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## **Description**

I have been a customer with Cox cable for a few years. They never once informed us that the internet package included a data cap. Having just found out that in the last few months we exceeded our allotted data I was a bit confused. Again, to be clear, upon signing up for the service and up until this point we were NOT informed there were data caps. While there has not been any repercussions for exceeding the allotment this is worrisome as it is an unclear business practice that poses the ability for misuse. Further, this data cap appears to be a random number that could be used to scare a customer into paying extra. As if to prove this data cap is randomly decided it was, upon investigating my account, raised in April by 100 GB without any notice. More concerning is the ability for Cox to throttle the internet speed based upon this unclear and unknown data cap without telling me. In fact, anecdotal evidence seems to imply that in the months I "exceeded data allotment" the internet was painfully slow. Unfortunately I did not know to check the internet speed at the time, nor did I know about any data caps on my plan.

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[Ticket: # 364641 - Comcast Xfinity Data caps](#)

**Date:** 6/25/2015 12:29:10 PM

**City/State/Zip:** Austell, Georgia 30168

**Company Complaining About:** Comcast

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## **Description**

Comcast is using it's monopoly status in my area to place data caps on it's internet service. They do not pay by the GB for the internet service that they re-sell. They pay for bandwidth, and that is how they sell it to me. I pay for a speed of access. The data cap is in the fine print and is not obvious. My only other option for internet here in the Atlanta area is ATT and the speeds available do not compete with Comcast.

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[Ticket: # 364730 - Unfair billing practices, data cap, and speed throttling](#)

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

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

**Company Complaining About:** Comcast

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## **Description**

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

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[Ticket: # 365081 - Data cap scam](#)

**Date:** 6/25/2015 1:26:11 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

Was told that I would have unlimited data when I fist signed up. No mention of a data cap whatsoever!

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**Ticket: # 366322 - Unfair and undocumented (false advertising) data caps from Suddenlink**

**Date:** 6/25/2015 4:42:35 PM

**City/State/Zip:** Leander, Texas 78641

**Company Complaining About:** Sudden Link

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## **Description**

When I first signed up for SuddenLink in February 2014, their website lead me to believe that their internet service was "Unlimited." It wasn't until 6-7 months later that their website changed, and I was informed that I had gone over my data cap limit.

I was never informed of a data cap, and never signed an agreement regarding any data cap. It's possible that it was in the EULA all customers are required to sign, but it still went against the "Unlimited" they had advertised on their site when I first signed up.

I was put in a position of needing to upgrade and pay more for my service just to keep up with my data needs (because I watch HD Netflix). This seems like a very shady business practice that violates some of the new Net Neutrality rules.

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**Ticket: # 366598 - Comcast data caps/multiple lies told****Date:** 6/25/2015 5:48:49 PM**City/State/Zip:** Murfreesboro, Tennessee 37129**Company Complaining About:** Comcast

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**Description**

My name is (b) (6). My husband, son, and I are currently staying with my grandparents, because we just relocated from Illinois to Tennessee. When I moved here (probably a month ago), my grandmother explained to me that Comcast has put a data cap on her internet, and that we can only use so much internet per month. I was floored by this. I called Comcast Customer Service, because my grandparent were paying too much for their bill anyway and I handle their calls to companies that have to do with electronics. After talking on the phone for over an hour with a representative, and being handed over to 3 different people, I finally got my grandparents a better service plan. I told the representative that we would not be going forth with a new 2 year contract if the data cap was still going to be on the internet. I told her our situation. Living in one house we have my grandparents who love to watch Netflix, my son who has Autism and can only center himself during the day if he has his Youtube videos, my husband who is in college after getting out of the Marine Corps, and myself who likes Netflix, as well as researching new things that will help my son. After explaining all of this to the rep, she told me that we will no longer have the data cap, we will have unlimited high speed internet. I asked her 4 times before I agreed to this plan, and 4 times she told me the same thing. Of course, I was lied to. I do not appreciate being lied to and being taken advantage of. Comcast is lying to people and putting this cap (I'm sorry, "threshold") on internet, when they have no right to do such a thing. The internet should be unlimited. All they want to do is limit your use of Netflix, and other video sites so you will only watch the shows and movies offered by Comcast. I have used Comcast for a long time, so has my entire family. I think we should be treated better than we are being treated, mainly starting with our rights to not be "grounded" like children with this "data threshold". We also live in a neighborhood that Comcast is the only provider for cable and internet, so there are no other options. I hope the FCC takes my complaint, along with the countless others that I am sure are outraged by this limitation, and makes a change that we deserve. We didn't ask for this data threshold. We are paying money for internet, and in this day and age, should not have a limit on how much we can use.

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[Ticket: # 366672 - Data caps to circumvent net neutrality](#)

**Date:** 6/25/2015 6:08:51 PM

**City/State/Zip:** Memphis, Tennessee 38117

**Company Complaining About:** Comcast

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### **Description**

Comcast is imposing a data cap to keep a content monopoly and create an anti competitive environment towards other services.

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**Ticket: # 367157 - Comcast Data Cap**

**Date:** 6/25/2015 9:50:34 PM

**City/State/Zip:** Smyrna, Tennessee 37167

**Company Complaining About:** Comcast

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## **Description**

I would like to file a complaint regarding the Comcast monthly data cap. I believe this is an unfair and unrealistic business practice. First, I pay for internet at a certain speed, I should be able to use that speed as much as I want (within reason) for that month. For example, I don't get fined for watching CNN for 12 hours as a TV channel. Why should I get fined because my kids watched 12 hours of programming on Netflix? In the connected world of 2015, the 300gb cap makes no sense. A single game download for the PS4 is around 60gb, a single update 16gb, a movie can be 4-8gb. Mathematically, I could max out my cap using the speed I pay for in 2 days. I think this practice is just an anti-competitive measure to keep people from watching Netflix. Please remove my data cap, otherwise I will be switching to Google as soon as they are in town.

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**Ticket: # 367311 - Comcast Data Caps**

**Date:** 6/26/2015 1:03:16 AM

**City/State/Zip:** North Augusta, South Carolina 29841

**Company Complaining About:** Comcast

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### **Description**

I'm only 17 but I live in North Augusta, South Carolina and the data caps Comcast has put should not be in my area it says that in Atlanta, Augusta and Savannah, Georgia are the places where the data caps are in place and my parents has called Comcast and Comcast said since were the area the data affects us and this (excuse my language) but this really pissed me and my parents off because my parents already have some trouble paying the bills and when we go over on the data cap that should not be in are area they get frustrated that they have to pay for something that should not be here. All i'm trying to do is get this data cap removed so my parents have a easier time paying the bills.

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**Ticket: # 367374 - Wildblue/exceed complaint**

**Date:** 6/26/2015 4:41:40 AM

**City/State/Zip:** Dresden, Ohio 43821

**Company Complaining About:** Wildblue/exceed

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### **Description**

Hello, I live in South East Ohio and i have satellite Internet through a company called exceed who operates through wildblue communications.

We pay 100\$ for 20 down and 1 up, but my main issue is their 10GB data cap on the plan after that speeds plummet to next to nothing.

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**Ticket: # 367639 - Comcast data cap/tiered pricing unfair practice**

**Date:** 6/26/2015 10:37:41 AM

**City/State/Zip:** Johns Creek, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

I have Comcast as my internet provider in Johns Creek, Georgia as they are the only broadband provider for my home. AT&T U-verse only provides a max of 18Mbps which does not qualify as broadband per the FCC. My TV provider is DirecTV and our family is a heavy user of Netflix and Amazon video services. For 2 months in a row we have exceeded the 350GB cap and in order to prevent incurring additional fees we have had to cut back significantly on our video watching even including the action of not watching on-demand content from DirecTV as it by default uses my inter to deliver content. At this same time news reports indicate that certain Microsoft Xbox subscribers get streaming video that is not charged against their data cap which is a clear violation of the net neutrality principles. I implore the FCC to demand Comcast cease and desist from this anti-competive, monopolistic behavior.

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**Ticket: # 367754 - Comcast Ripoff**

**Date:** 6/26/2015 11:15:05 AM

**City/State/Zip:** Johns Creek, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

I have Comcast as my internet provider in Johns Creek, Georgia as they are the only broadband provider for my home. AT&T U-verse only provides a max of 18Mbps which does not qualify as broadband per the FCC. Our family is a heavy user of Netflix and Amazon video services. For 2 months in a row we have exceeded the 350GB cap and in order to prevent incurring additional fees we have had to cut back significantly on our video watching even though we are paying for the fastest bandwidth Comcast offers. Apparently Comcast wants to penalize me for not using their pay for tv services as I use third party services including Netflix, Amazon and Hulu. At this same time news reports indicate that certain Microsoft Xbox subscribers get streaming video that is not charged against their data cap which is a clear violation of the net neutrality principles. How can they charge for some services (those competitive with their pay for view tv) and not for others that are not competing with their Pay for TV, band width is bandwidth. If they charge me for more speed shouldn't I also get more bandwidth? I implore the FCC to demand Comcast cease and desist from this anti-competitive, monopolistic behavior.

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**Ticket: # 368134 - Comcast Data Cap of 300GB in the Huntsville AL Area**

**Date:** 6/26/2015 1:09:28 PM

**City/State/Zip:** Brownsboro, Alabama 35741

**Company Complaining About:** Comcast

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### **Description**

Comcast setting data caps. Please see attachment for full complaint. Does this need to be posted to Docket 14-28 as well?

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[Ticket: # 368409 - Comcast data cap](#)

**Date:** 6/26/2015 2:34:29 PM

**City/State/Zip:** Frankli, Tennessee 37069

**Company Complaining About:** Comcast

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## **Description**

Comcast now counts data used on VOIP, a service for which we pay ViaTalk), downloads from Direct TV, streaming from Netflix & Amazon, online games, ipads, mobile phones and email. We only subscribe to internet services and we have our own router. Home wifi should be included in our monthly bill. Our data should not be capped at 350 mbps!!!! Especially for download speed of 8.32 mbps and upload speed of 5.31 mbps. Please, please make data caps illegal!!

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**Ticket: # 368523 - Data Cap Usage**

**Date:** 6/26/2015 3:02:58 PM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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## **Description**

As part of my Comcast internet plan, I am in a "trial" market which has a data cap. Despite this, only certain markets have this trial and we have no option to opt-out. This "trial" has been going for over a year. Since I do not want to use the Comcast cable TV services I use Netflix and Hulu Plus. Since Comcast has a competing product (Streampix) that does not count against my data cap. Their anti-competitive moves force me into paying overages due to their low data cap and their alternatives is to buy other services from them. In addition, the only other options I have through them is to increase my data speed, which still does not eliminate the cap, it only ensures I get my cap limit earlier so they may charge me an additional \$10/15GBs. This is a clear violation of Net Neutrality.

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[Ticket: # 369360 - data caps](#)

**Date:** 6/26/2015 8:41:57 PM

**City/State/Zip:** Boise, Idaho 83706

**Company Complaining About:** Cable One

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## **Description**

Cable one of Boise is establishing terms of use with automatic increases in plan costs if data download exceeds their published target amounts. Arbitrary data caps do not seem appropriate, given we are paying for bandwidth and speed as a basis for our monthly charges.

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**Ticket: # 369499 - Comcast's imposed data caps on the Charleston, SC region**

**Date:** 6/26/2015 10:58:13 PM

**City/State/Zip:** North Charleston, South Carolina 29406

**Company Complaining About:** Comcast

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## **Description**

Comcast's decision to charge internet users extra fees for going over an imposed, unadvertised data cap is an unfortunate decision that has caused me and several others in the area unnecessary expenses. A limit as low as 300 gb month is not a realistic cap in this day and age where everything is streamed and downloaded over the internet.

This is also a net neutrality issue, as Comcast does not charge when you use their streaming services, causing an unfair competitive standard to be imposed on millions of its customers.

I ask for the FCC to put pressure on Comcast to remove these data caps that cause nothing but headache for internet users in the regions they are imposed.

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[Ticket: # 369585 - Comcast Data cap](#)

**Date:** 6/27/2015 1:21:46 AM

**City/State/Zip:** Belmont, California 94002

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to implement data caps to my internet, only allowing me 300gb a month. After 300gb they are charging \$10 per 50gb of data.

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**Ticket: # 369600 - Comcast Data Caps**

**Date:** 6/27/2015 2:33:40 AM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

Currently there is a data cap being tested in Nashville by Comcast. When I signed up for internet with Comcast, there was no warning that this was the case. And with data consumption from video streaming and video games, it is unrealistic to even stay within the 300gb limit. A single PC game download today tends to be about 50gb, meaning that it will cost my \$10 to download a new game when I'm already over the limit.

Not only that, the system of notifications doesn't even work correctly. I received a 90% and 100% usage in the same minute through email. (See attached) That wouldn't even be possible and in no way provided a reasonable amount of notification that I was going over the limit.

FCC, please put a stop to this for the sake of the future of the internet.

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**Ticket: # 370297 - Internet data usage cap**

**Date:** 6/27/2015 5:25:15 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to add a 300gb monthly data cap with an overage charge of \$10.00 per 50 gb after the initial 300gb. As we rely primarily on OTA and internet usage for streaming shows for my 3yr old son--this data usage cap is very hindering. We would use comcast tv services (which im sure they would prefer) however their cost is very high and not possible on our budget.

I have explored their streaming option-but the shows available are not useful to us and a very small kid friendly section. I used to have comcast with no data usage cap and had no problems.

I rely on streaming programs like Hulu and Netflix and Amazon streaming services. The data usage cap from Comcast is only in my area because we are in a "test" market. In order for me to have no data usage cap, i would have to subscribe to their buisness internet and that is over \$120 a month for the same speeds i have now.

I feel this is not a fair practice-to data cap me and then charge more.

We have a very select market here and am afraid I will have to drop internet completely. I should be able to "cut the cord" and not risk paying more than if i kept cable television.

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**Ticket: # 370953 - Comcast Data Caps**

**Date:** 6/28/2015 1:55:04 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

I live in the Atlanta area and have been subject to Comcast's data caps for more than a year. I've been fairly good about keeping my usage under 300 MB's, but recently I've come exceedingly close to going over this limit and being charged extra. I have my own usage meter on my router and it is nowhere near the usage that Comcast is claiming I am using each month. With the increase of using online streaming such as Netflix, Hulu, Youtube, etc. Data Caps are just a mechanism for Comcast to make more money off of their customers and they offer no benefit. I don't believe any customer, including myself, should be subject to data caps for a service I am already paying a premium for.

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**Ticket: # 370983 - Comcast Data Caps**

**Date:** 6/28/2015 2:44:54 PM

**City/State/Zip:** Jackson, Mississippi 39211

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently started to cap my usage of the internet by adding my market to a pilot test data cap program. This is unacceptable given the fact that I was given ZERO notice via an email, phone call or mail regarding the newly imposed caps.

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[Ticket: # 371028 - Unfair data caps and automatic charges for overage](#)

**Date:** 6/28/2015 3:42:23 PM

**City/State/Zip:** Franklin, Tennessee 37069

**Company Complaining About:** Comcast

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## **Description**

In Nashville area, Comcast allows only 300GB of data per month, regardless of internet service. There are four tiers of service in which customers pay more for faster speeds. Even if you pay for the most expensive tier for fastest speed, every tier has the same data cap! Once you reach the cap, Comcast automatically charges customers \$10 for each and every 50GB over the limit. It is crazy because if you pay for more internet speed at a premium price, why would your cap be the same as those who pay less for slower speed internet? Customers are punished for using the higher tier service they already paid for by having to pay penalties.

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**Ticket: # 371229 - Comcast data caps**

**Date:** 6/28/2015 7:31:27 PM

**City/State/Zip:** Clinton, Mississippi 39056

**Company Complaining About:** Comcast

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## **Description**

I'd like to file a complaint about the Comcast data caps. The Current cap in my area and in select trial areas is set at 300 GB and adds an additional 10 dollars to the monthly bill per 50 GB overage. We use our internet mostly for entertainment, home security, and occasionally work. Over the years our data usage has steadily gone up as we get more or newer devices. As these devices became better and more connected they also became data hungry. Currently, at 300 GB we come very close to our data cap each month and this month is the first time we will actually go over. As technology progresses, 300 GB will be a laughable amount of data for a cap. Just imagine 4k streaming, a huge windows update across multiple computers, cloud storage of photos and backups. You can see imposing data limits like this limits the consumers' choices and actually hinders productivity and innovation. Back in the 90's we never thought we would need more than a 250 MB hard drive, but nowadays a 500 GB to a terabyte is the standard for pretty much all users. I can say for sure now that this same technological progression transfers over to internet usage as well. It's only a matter of time until multiples of 10 dollar fees are accessed for overages. This is something that I strongly disagree with and believe that this is another way in which Comcast and other internet service providers will try to curtail the open internet. I wish to get what I originally paid for, internet access without data caps or any other interference from my internet service provider. With these data caps I'm simply not getting that.

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[Ticket: # 371269 - AT&T broadband throttling problems](#)

**Date:** 6/28/2015 8:21:20 PM

**City/State/Zip:** Marengo, Illinois 60152

**Company Complaining About:** AT&T

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## **Description**

My household has AT&T broadband, which is advertised as having speeds of 12mbps without a data cap. However, I've found that streaming Netflix results in latency issues with the rest of the household, and netflix usually won't stream higher than 480p. Comedy Central streaming video doesn't get higher than 360p. The quality of the service is so terrible that it's often better to download pirated video content overnight than to stream it, just to have it in a format larger than a small smartphone screen.

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**Ticket: # 371390 - Data Caps****Date:** 6/28/2015 11:30:04 PM**City/State/Zip:** Auburn, California 95602**Company Complaining About:** Sudden Link

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**Description**

I believe that Suddenlink Communications is in violation of Net Neutrality, due to the data caps they enforce on their customers. Due to the following reasons I have been forced to pay more to enjoy the internet. My family streams netflix, amazon prime and Hulu plus for our television and because i have ditched cable and dish network i feel that i am being punished. The following is a list of activities that are only growing and using more data each and every month. Suddenlink needs to update their data caps to acknowledge the ever expanding growth of the internet.

- Growing size of software (photos, videos, software, video games)
- Streaming (music, television, audio, educational requirements and interests)
- Security (operating system and other software updates, personal/cloud backups, app updates)
- Streaming (Resolutions and bitrates are becoming increasingly better 1080p / 1080p60 / 4k)

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[Ticket: # 372182 - Data cap imposed to force you into buying TV](#)

**Date:** 6/29/2015 1:04:07 PM

**City/State/Zip:** Lubbock, Texas 79424

**Company Complaining About:** Suddenlink

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## **Description**

Suddenlink in Lubbock TX is forcing their users to pay for TV by imposing a bullshit data cap (and it is bullshit) just to make it so streaming isn't viable. I'm going to file a report every day until this is taken care of.

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**Ticket: # 372367 - Data Cap****Date:** 6/29/2015 1:55:27 PM**City/State/Zip:** Lubbock, Texas 79424**Company Complaining About:** Suddenlink

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**Description**

Let's look at data caps from a couple of different perspectives.

Bandwidth is data over a certain amount of time, and that's what we pay for. So if you pay for 100 megabits/second, that's the same thing as 12.5 megabytes/second, or 750 megabytes/minute. But, according to Suddenlink's Allowance Plan, even if you pay for 100 megabits/second you can only download 350 gigabytes/month.

Since 350 gigabytes/month is technically a measure of bandwidth, being a measure of data over time, lets do a little bit of math. If we convert gigabytes/month to megabits/second it comes to a minuscule 1.065 megabits/second! That means if you download at over 1.065 megabits/second for the entirety of the month, you will be fined. That speed is not even allowed to be called broadband. In fact, that means if you purchased a 100 megabit/second connection your monthly bandwidth would be about 1% of what you pay for.

What if we did use the bandwidth we paid for, for the entire month? How much would it cost? Let's use our 100 megabits/second Suddenlink plan, along with their policy. If you go over your data cap, Suddenlink charges \$10 per 50 gigabytes. If we used 100% of our internet connection over 30 days, we would have downloaded a whopping 32,850 gigabytes, or 32.85 terabytes. If we paid \$75 a month for our plan, we would have to tack on an extra \$6,500! That's enough money to buy hard drives for all the content you're downloading. This is compared to an ISP that doesn't have data caps, like Time Warner, which would have \$0 in overages.

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**Ticket: # 372381 - Data Caps****Date:** 6/29/2015 2:01:15 PM**City/State/Zip:** Lubbock, Texas 79424**Company Complaining About:** Suddenlink

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**Description**

We have now come to the real question. Why do data caps exist? Well, the biggest largest amount of bandwidth is used by video streaming providers (Netflix, Hulu, Crackle, YouTube, etc.). And by limiting the amount of data you're allowed to use, ISPs can effectively limit the amount of streaming content you can watch. This greatly benefits Netflix's competitors, the cable companies. The same cable companies who are also your ISPs.

ISPs impose data caps to keep you from streaming content as an anti competitive measure to preserve their antiquated business model. And most importantly, they get to do this because your local ISP has no real competition.

Right now, data caps only affect a few users by design. But as more people start switching to streaming as their main source of entertainment, as video quality gets better and larger, and as cable companies see their subscriber base start to shrink, these data caps will affect everybody.

This is most likely illegal activity and needs to be looked at. This is anti competition and designed completely to force you into using their cable services instead of options like Netflix. If a cable company offers Internet they should not be allowed to cap the data.

Suddenlink should be driven out of business for practicing this illegal activity. I will be appealing to possible competition for all Suddenlink locations to come in and surpass them in quality and availability of service. If Suddenlink does not better their service they will lose to future competition.

Also the FCC needs to add Suddenlink to their company name list. Why this terrible ISP is not on there is very confusing.

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[Ticket: # 372399 - data cap](#)

**Date:** 6/29/2015 2:06:05 PM

**City/State/Zip:** Mt Pleasant, South Carolina 29466

**Company Complaining About:** Comcast

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## **Description**

I recently found out that I have a data cap on my internet usage. Had I know this I would have never signed up for comcast. U verse wasn't an option for us and this is why we decided to make the switch and quite frankly we only did b/c our kids were complaining about how slow the internet service was. We have a had nothing but one problem after another with comcast trend. It's just very very sad to me that none of this was disclosed to us when we talk to a costumer service rep. If comcast truly cares about their customers they would make a full disclosure about the data usage and it's cap and what that all means to the customer. This way the consumer has all the facts and is not caught off guard and learns after the fact. Very Very unhappy!

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**Ticket: # 373007 - Data caps**

**Date:** 6/29/2015 4:49:39 PM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## **Description**

Dear FCC:

Aside from the cable issue, I also wanted to file a notification regarding ISPs instituting monthly data caps.

I'm sure you're already well aware of how data caps for wired services hurt both the consumer and online businesses that rely on unrestricted access to their services (such as Netflix). I'm no expert on the matter, but my understanding is that, unlike mobile services, wired Internet presents very little justification for instituting data caps in the first place.

All I can really offer is my personal account:

I live in an apartment with two roommates. Between the three of us, we use Internet almost constantly, and especially prefer to use streaming video services for entertainment. We also enjoy playing video games (which require updates and Internet connectivity), and we frequent social media websites like Tumblr that feature plenty of photos and GIFs and videos. I personally like to FaceTime my mom, who lives back in California. Compared to our age group (21-26), we don't believe that our Internet usage is outside of what's considered normal: casual browsing, streaming tv and music, playing games, and chatting with relatives. We don't download insane GBs worth of data on a daily basis, we very rarely upload any streams of our own, and none of our computers pull hosting duty as servers.

However, with just the three of us, we have consistently chewed through that 300GB limit on a monthly basis, and oftentimes I have to throw on the brakes on using services (that we have paid for!) like Netflix and Spotify. A single hour of Netflix in HQ (as is the expectation for highspeed services) can easily eat through 1GB of data.

If I were someone who ran an online business, or who relied on being able to provide or access streaming services without rationing my data, this would be even more of an issue.

I do believe that ISPs may be struggling to meet increased traffic and demand for higher speeds, but I would also like to point out that they've been subsidized to improve broadband infrastructure for years to avoid that very issue -- while failing to meet their promises and deadlines. Instead, we're seeing rising prices and artificial caps put on the exact same services. I don't believe data caps are justifiable, and, instead, will only result in hindering the growth of an increasingly important sector of life and economy.

Please consider taking a hard stance on data caps in order to protect consumers and businesses alike.

Best,

(b)

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## Ticket: # 373031 - Internet "Data Caps" Forced on Consumers by ISPs, Attacking Cord Cutters

**Date:** 6/29/2015 4:56:08 PM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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### Description

I'm writing to express my outrage about the deceptive and unnecessary "data caps" that cable companies are imposing on their customers. These data caps are simple overcharging schemes which place arbitrary limits on streaming, downloading, and other normal, everyday internet activities and prevent customers from fully utilizing the services they pay for. This is a disgusting and transparent attempt to punish "cord cutters" who have chosen to use services such as Netflix, Amazon Prime, and HBOGo as their primary sources of entertainment rather than paying for cable television. Once customers reach this mysterious "data cap" for the month, they are forced to either pay exorbitant amounts for more data that month, or stop their internet streaming activity for the month and watch cable television instead (purchased, as it happens, from the SAME COMPANY that provides their internet service). It is easy to see why the "cord cutting" movement is hurtful to the cable companies' outdated business model. Cable companies want consumers to continue to pay for unwanted, outdated technology such as home phone lines and, now, cable television. Data caps are a vicious and greedy attempt to punish cord cutters and keep the cable companies' poor business model alive rather than adapt to an evolving marketplace.

To elaborate on the absurdity of data caps - cable companies say to stream less, download less, and watch movies/TV shows on lower quality in order to stay below their arbitrary data caps. This makes ZERO sense - why on earth would anyone pay high monthly rates for fast internet speed if they can't use it? What is the point of paying for 50 or 100 mbps internet if you have to watch movies/TV shows on low quality for fear of reaching the dreaded "data cap" and paying outrageous additional monthly fees? Are we, as consumers and citizens, supposed to pay high monthly rates for fast internet and then make a conscious choice to NOT USE IT for normal, everyday internet activities such as streaming and downloading?

Data caps represent a clear attempt by cable companies to limit the choices of consumers, force unwanted/outdated technology on consumers, and extort additional money from consumers who simply want to utilize the services they were promised. Please do not allow these greedy, unethical "data caps" to impose arbitrary and harmful limits on consumers' internet activity and illicitly wring more money out of consumers who make the choice to "cut the cord".

For more information on the deceptive nature of data caps: <http://unbreak-it.com/2014/08/data-cap-problem/>

Thank you.

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

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

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

**Company Complaining About:** Comcast

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**Description**

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

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

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

Thank you,

(b) (6)

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[Ticket: # 373359 - Internet Cap](#)

**Date:** 6/29/2015 6:24:34 PM

**City/State/Zip:** Atlanta, Georgia 30315

**Company Complaining About:** Comcast

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## **Description**

I currently have Internet service with Comcast and have reached their data cap for the last several months. Unfortunately this is the only broadband ISP available to me. My issue is that I pay (a premium) for a higher tier of service (100 Mbps), however I have the same data cap as everyone else (300 GB). I don't understand how this is fair and unfortunately there is no competition to improve this situation. Please help.

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[Ticket: # 373513 - Comcast Data caps](#)

**Date:** 6/29/2015 7:23:51 PM

**City/State/Zip:** Knoxville, Tennessee 37918

**Company Complaining About:** Comcast

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## **Description**

Comcast has began putting caps on all data plans offered in knoxville tennessee and other southern cities. These data caps are meant to increase profits due to customers "cutting the cord". Comcast is the only provider to many homes and there for many people must just deal. Please fix this problem FCC you are our only hope.

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**Ticket: # 373578 - Comcast Data Cap**

**Date:** 6/29/2015 7:58:25 PM

**City/State/Zip:** Savannah, Georgia 31410

**Company Complaining About:** Comcast

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## **Description**

Before 2008 Comcast had no set data limits. Back in 2008 we didn't use nearly as much internet as we do today. Comcast stated that the median average for their customer's internet usage was between 2-3 GB per month. This is clearly no longer the case. People used the internet differently in 2008. Netflix only began streaming content to PCs in 2007. It would take several years for Netflix, Hulu, Amazon Prime, and other content to be readily available on smartphones, internet TVs, tablets, and other streaming devices. Consider the data we use from these devices alone and you'll agree that we consume way more data now than we did back in 2008. I am constantly struggling with the data cap enforced by Comcast. I am not a pirate, nor do I use torrents, however when I call to complain about the data cap I am immediately accused of doing so. I have recently started monitoring my data usage on my LAN. I consume roughly 10GB's of data a day. This is mostly due to streaming services such as online gaming and video (the two main selling points of Comcast's service). I also provide after-hours remote desktop support as part of my employment. I have managed to somewhat control my data by lowering the resolution when watching streaming video (they told me I would have unlimited access to HD content - not true), but if I decide to purchase a new game on Steam, that 30GB download cripples my ability to enjoy basic day to day activities and the ability to do my job. Considering the amount of data used by a customer (note: data usage is not the same as bandwidth) does not increase operating costs for Comcast (the increase is negligible), I find this to be yet another perfect example of corporate greed that is destroying this nation. How is the internet going to survive and flourish in a country that is supposed to be the shining example of freedom and innovation, if we allow monopolies to exist and bully our citizens. Were you excited about the prices dropping on that new 4k TV? What good is it if our infrastructure is so poorly designed that watching one 2 and a half hour streaming 4k movie is going to eat up 47 GB (almost 16% of your monthly allotment). The rest of the world is laughing at us and congress is too busy signing bills that the public aren't even allowed to read (TPP) that will change the way we use the internet (aka get spied on and censored). We need to get with the times or the times will leave us behind. It's already happening, just look at BRICS. The world is getting fed up with Washington's incompetence and the American public is not too far behind us.

Deeply Concerned,

(b) (6)

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**Ticket: # 375370 - Comcast Data Cap**

**Date:** 6/30/2015 4:15:49 PM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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**Description**

100% of my households data usage is legit, yet comcast is going to charge me for extra data that costs them nothing to provide. Please help lift the data cap off my account.

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**Ticket: # 375822 - Data caps**

**Date:** 6/30/2015 6:27:35 PM

**City/State/Zip:** Jonesboro, Georgia 30238

**Company Complaining About:** Comcast

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## **Description**

Comcast has forced unjust data caps on individuals, so that they can force them to sign long term deals funneling people to there business accounts. I do not need a business connection but I am being funneled into getting one just because I don't want Comcast cable service and because I am an avid Netflix watcher I am being squeezed by Comcast in an unjust way.

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**Ticket: # 376582 - Net Neutrality Violations**

**Date:** 7/1/2015 9:46:46 AM

**City/State/Zip:** Canton, Georgia 30114

**Company Complaining About:** Comcast

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## **Description**

On two separate occasions, Comcast blocked my access to legal sites. Two of the blocked sites were Netflix.Com and Hulu.Com, both legit.

Upon calling Comcast, they denied that they had a 'hand' in blocking of anything on my account and that it was 'all in my head'.

Then after a few days, I was 'magically' fixed. About a week later, it happened again. Same response from Comcast: all my fault and my equipment's fault.

Though this time they said that they have a 'gate' in place which 'closed' for me. They 'opened' the gate, and access again was granted.

About 2 weeks ago, I get a call from Comcast admitting to the blocking and they deemed it a 'glitch' in the 'beta' software. So now, I am an unwilling and unpaid volunteer for their software.

As a Digital Tech and an IT tech for 30+ years as well as a published software programmer for 40+ years, this is a 'load of manure' to keep it polite.

The blocking that was in place was of two 'flavors':

Site Blocking

MAC Address Filtering

Bottom line, only a PC could access the internet and only Google.Com.

No TV's, Blu-Ray players, smart phone, nothing.

They tried to 'tie this in' with their 'data cap' limit, which does not 'jive' with my data usage via my router's logs. According to Comcast, at 90% of my limit (though my router said 80%, difference of approx. 40gb), Comcast arbitrarily block all streaming sites and any device that could stream content, such as a TV.

There was no:

Illegal content/behavior

Failure to pay any bill (actually, they owe me money)

Hardware/Software issues on my end

All it was, Comcast saying you cannot stream anything anymore. All of this with no notice of any sort.

And to make it even worse, I had at that time three 'free overages' on my account. So it should have never happened anyway.

Two times and lies every time.

I am not convinced that this has been 'fixed' and according to Comcast via recorded phone calls, many have complained about this.

All of my phone calls are recorded and every time I have spoken to Comcast, it has been nothing but flat-out lies. And are documented as such. Over 20+ hours of calls.

All of these and many more items are documented via phone logs, phone recordings and emails.

I am willing to submit all evidence that I possess to you/your department for proper resolution.

Thank you,

(b) (6)

Canton GA., 30114

(b) (6)

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[Ticket: # 376763 - comcast and their data caps](#)

**Date:** 7/1/2015 10:55:15 AM

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

**Company Complaining About:** Comcast

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### **Description**

Don't let Comcast employ data caps for us cable users stop all data caps on all internet access

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[Ticket: # 378765 - Datacaps, GA](#)

**Date:** 7/1/2015 8:55:31 PM

**City/State/Zip:** Decatur, Georgia 30032

**Company Complaining About:** Comcast

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## **Description**

I was informed by the comcast rep "Chris" that the data cap on my account was federally regulated with no option to opt out, and rollover is not an option that is supported. This is at odds with the fact that comcast currently shows a "courtesy" rollover, and that caps were not mandated by any ruling I am aware of from the FCC, that and, prior to a month ago, I had no cap, or data monitoring.

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[Ticket: # 379671 - Comcast, Residential data cap.](#)

**Date:** 7/2/2015 12:23:44 PM

**City/State/Zip:** Hephzibah, Georgia 30815

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am contacting you guys because Comcast is imposing an egregious data cap on its customers in certain markets. This cap is only a measly 300GB of data. This practice is anti-competitive and devalues online streaming services directly. I hope the FCC can step in and allow truly open competition between media services.

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**Ticket: # 379924 - Internet Data cap**

**Date:** 7/2/2015 1:41:57 PM

**City/State/Zip:** Mableton, Georgia 30126

**Company Complaining About:** Comcast

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## **Description**

With today's world of always-online everything, the data cap that Comcast is enforcing is just absurd. I have to constantly monitor my usage for everything for a service that I am already paying more than a fair price for.

Will listening to this music streaming service use up much bandwidth? Will watching this video use up much bandwidth? I probably shouldn't stream it at 1080p, that's going to use up a lot of bandwidth. Thoughts that, in our day and time, should not be something we have to worry about.

I'm in no way, shape, or form, a super heavy internet user, one of those that uses 500, 600, 700 gigabytes, up to a terabyte a month. But, I do manage to always get close to or over this silly 300GB a month limit.

This is made worse by the fact that I don't watch cable TV, instead using Netflix, Hulu, HBO GO, etc for my television sources. What's worse, my only options for increasing or removing the data cap are upgrading to speeds that I do not need, or switching over to business class internet, which requires me to pay more for the same speed I am getting.

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[Ticket: # 379962 - Comcast 300GB cap is preventing use of new technology use of competing services](#)

**Date:** 7/2/2015 1:54:25 PM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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## **Description**

I am in the Atlanta area and subject to Comcast's "trial" of the 300GB data cap on their internet service. I used to be on the 50mbps service with that cap and upgraded to the 105mbps service and still have the same 300GB cap. I am paying for faster speed that I can't use because faster speed means more data use and I constantly hit the limit. I want to upgrade to a 4K TV and utilize Netflix, DirectTV and other service providers to deliver the 4K content. By having a 300GB cap, Comcast is essentially blocking me from using competing services because 4K content will go through that 300GB very quickly and add up to hundreds of dollars of overage charges per month. Comcast introduced this data cap nearly 2 years ago as a "trial" in numerous areas....how long should a trial period be allowed to last before it is eliminated as an anti-competitive and anti-technology practice? Comcast's data caps need to be eliminated in the same way that the net neutrality laws prevents providers from blocking or limiting access to competing services to allow consumers to use their internet they way they want.

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**Ticket: # 383527 - MEMPHIS TN COMCAST DATA CAP COMPLAINT**

**Date:** 7/5/2015 2:55:36 PM

**City/State/Zip:** Memphis, Tennessee 38104

**Company Complaining About:** Comcast

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### **Description**

Comcast, having no real competitor in the Memphis, TN market, has imposed an arbitrary data cap of 300GB to non-business consumers. This data cap is neither fair nor just. Please investigate.

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[Ticket: # 381811 - Atlanta data cap](#)

**Date:** 7/3/2015 1:27:11 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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## **Description**

I live in Marietta, Ga. a suburb of Atlanta and I have the 300GB data cap. I don't have any other option for fast speed internet service but Comcast. Why do customers in the surrounding area are subject to this issue. I'm an so call xfinity preferred customer. I have ALL three of the bundle and highest cable programs that is offered and still subject to this limited.

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**Ticket: # 382829 - Comcast Data Caps**

**Date:** 7/4/2015 11:12:59 AM

**City/State/Zip:** Edisto Island, South Carolina 29438

**Company Complaining About:** Comcast

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## **Description**

Comcast has had Charleston, SC in the "test market" for data caps for a year and a half. That seems like more than long enough to conclude a test. In addition they make it very difficult to see how much your monthly data usage is to even know if you are approaching your cap. I had to go through there atrocious customer service twice to get a straight answer on my data usage. These caps are putting a specific burden on Xbox users. As games are digitally downloaded now and frequently run in the 50GB-60GB range it doesn't take long at all to hit their artificially low data cap of 300GB to double dip on customers who are already paying for content online. I have attempted to get a higher tier of service, but Comcast will not offer anything over this ridiculous 300GB limit. Please help!

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**Ticket: # 383334 - Internet Data Caps**

**Date:** 7/5/2015 10:32:19 AM

**City/State/Zip:** Falls Church, Virginia 22043

**Company Complaining About:** Cox

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## **Description**

Cox Cable has instituted data caps on their internet plans. Upon me asking about this, Cox suggested that these caps went into effect recently. As a paying customer of a service, i believe it is extremely unscrupulous and unfair of broadband companies to put limits on data usage. The pricing model as is, is pretty expensive. With no competition to speak off, it is quite unfortunate that cable companies are left to fix prices and cap data usage. These cable companies are making it extremely difficult for middle income families to retain cable internet service only.

Please advise, if FCC is approving of these data caps being deployed by the cable companies.

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**Ticket: # 383368 - Comcast 300GB cap is way too low; price gouging customers with overage fees.**

**Date:** 7/5/2015 11:27:00 AM

**City/State/Zip:** Knoxville, Tennessee 37919

**Company Complaining About:** Comcast

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## **Description**

For today's data hungry appliances and streaming services, Comcast has set a 300GB data cap which no user could possibly be expected to stay beneath. Our household consistently uses about 745GB of data. The overage fees are nothing more than a money grab by Comcast.

My only other option is AT&T U-verse which I tried and proved to be an inadequate service. Comcast effectively has a monopoly in Knoxville and is gouging consumers that have no other options.

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**Ticket: # 383766 - Comcast internet data cap**

**Date:** 7/5/2015 9:09:02 PM

**City/State/Zip:** Memphis, Tennessee 38111

**Company Complaining About:** Comcast

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## **Description**

I live in Memphis, Tenn. As a young professional, I have to use high-speed internet at home. I stream Netflix, Hulu and other online videos for personal enjoyment as well to keep on top of live streaming videos and news that affects my livelihood. I have no interest in live television, where I cannot access videos on demand.

In Memphis, Comcast has imposed a 300gb data cap limit per month on all of it's "non-business" customers. Unlike other major cities, Memphis does not have a realistic competitor. In terms of the largest internet providers: AT&T U-verse does not offer the same speeds as in most other cities, and it is largely dictated by which part of the city you live in. Verizon FiOS has not expanded to Tennessee; and other internet providers like Time Warner Cable are not offered here.

This "experimental" data cap by Comcast is for the most part only being imposed in cities where the company has no true competitor.

I have now hit my data cap 5 months in a row. This meant that I either had to pay an additional \$10 per 50gb over the monthly allowed data or upgrade to their business class internet. For the same speeds I have now under their business class pricing tier, I would have to pay almost double what I currently pay. Business class also requires at least a one year contract, with a minimum cost of \$550 to cancel early.

The FCC needs to step in. This has been happening in Memphis for too long. Please look into this.

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**Ticket: # 383942 - Data Cap on Internet**

**Date:** 7/6/2015 7:31:48 AM

**City/State/Zip:** Memphis, Tennessee 38111

**Company Complaining About:** Comcast

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## **Description**

In Memphis, TN, there is a data cap by Comcast on their customers' internet downloads. Not only can they not tell you up-to-the-minute updates on your current download amount total, they do not provide an adequate amount of information regarding what customers need to know about how download totals are reached more quickly based on the users' habits.

Additionally, with the vast increase in the amount of technology that requires internet to operate, such as smart phones, computers, tablets, thermostats, smart light bulbs, smart televisions, video game systems, etc., it is ethically irresponsible to charge people based on their usage because they are a test market.

Based on the fact that Comcast does not adequately provide usage statistics readily and does not outline the usage on the bill, they can effectively record false usage statistics and charge customers for data that they did not use.

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**Ticket: # 384177 - Sudden link Data Caps**

**Date:** 7/6/2015 10:58:21 AM

**City/State/Zip:** Charleston, West Virginia 25304

**Company Complaining About:** Sudden Link

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## **Description**

Data caps from fixed home providers are an artificial constraint built only to increase an already outrageous profit margin while making for sure that a family of 4 who have turned to Internet entertainment can not stay within the cap. They do not even offer an unlimited data plan to residential customers but actually offer unlimited data standard to business customers at a lesser cost than the capped plans they offer to residential customers.

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[Ticket: # 384263 - comcast data cap](#)

**Date:** 7/6/2015 11:30:59 AM

**City/State/Zip:** Augusta, Georgia 30907

**Company Complaining About:** Comcast

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## **Description**

Comcast is charging me 10\$ extra per 50GB in my area. I called to have this changed and they stated that there are no packages in my area except business class with a bigger or unlimited data cap. My entire area is stuck at 300GB a month to download and that's it. They shouldn't be able to enforce a data cap period or at least offer a plan that has no data cap in the residential/ economy side not only in business

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**Ticket: # 384338 - Comcast 300GB Data Cap - Memphis**

**Date:** 7/6/2015 11:56:17 AM

**City/State/Zip:** Memphis, Tennessee 38103

**Company Complaining About:** Comcast

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## **Description**

Comcast imposes a hard data cap at 300GB per month. If I go over the cap, I have to pay an extra \$10 for another 50GB. I monitor my usage as to not go over. I really do not watch cable tv and consume almost 100% of my content via internet streaming. It's just much more convenient. But unfortunately with the data cap, I have to monitor the amount of shows I stream. I've been able to stay under the cap, but with my fiancée moving in, I can only imagine the extra stress this will cause us for what shows we can and cannot watch. Lord help me if I ever want to get back into online gaming. This limit and added stress seems ridiculous for the internet age we live in. Also, I know Comcast did this in "test" markets and other Comcast customers throughout the U.S. don't have to put up with this. I can only assume that Comcast is doing this in markets that aren't as tech savvy and/or where they don't have competition.

That's obviously the biggest problem. Something needs to be done about the local monopolies for high-speed internet. Comcast has zero competition in Memphis for high-speed internet. ATT Uverse has up to 18mbps, but that doesn't cut it.

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**Ticket: # 387805 - Comcast Data Cap**

**Date:** 7/7/2015 4:18:34 PM

**City/State/Zip:** Savannah, Georgia 31410

**Company Complaining About:** Comcast

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## **Description**

Comcast's internet data usage cap is unethical, pointless, and an outright scam. The only reason there is a data cap on internet is because Comcast is most likely trying to open more of their bandwidth usage to compensate for their POOR internet speeds. This business practice is punishing the consumer for the companies lack of competency. The consumer loses on both ends, no wonder so many people are ditching Comcast cable. A 300 GB monthly data cap is MINUSCULE. This equates to only a small amount of streaming data before the data cap is reached. My fiance works from home 50% of the time, and I 25% of the time. Having to purchase a business account just for that small amount of usage because of a data cap is astounding. Comcast needs to be stopped, there is a reason they have had over 20,000 complaints regarding this issue in the past few years.

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[Ticket: # 388637 - Internet](#)

**Date:** 7/7/2015 10:19:25 PM

**City/State/Zip:** Pikeville, Kentucky 41501

**Company Complaining About:** Suddenlink

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## **Description**

Data capping

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**Ticket: # 389361 - Comcast Data Caps**

**Date:** 7/8/2015 11:53:10 AM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

I am writing in reference to the Comcast Data Cap. We are a normal family of three, with normal television and internet usage and we are being charged every month for going over our "data limit." The 300GB limit is unreasonable in 2015 when every facet of our lives is built around the internet. We are regularly charged \$30 extra (or more) for exceeding this limit. There is no itemized list of how we've reached this limit - no accounting by Comcast - just overage charges. This is an absolute money-grab by a monopoly and is unacceptable.

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**Ticket: # 389381 - Intermountain Cable**

**Date:** 7/8/2015 12:00:26 PM

**City/State/Zip:** Pikeville, Kentucky 41501

**Company Complaining About:** Intermountain Cable

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### **Description**

He is complaining about data caps on the internet service even though he has unlimited. He has 4MB down and 1MB upload speeds. They are only allowed 100G per month, if that limit is exceeded they're charged for every 50MB.

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[Ticket: # 390647 - intermountain cable](#)

**Date:** 7/8/2015 5:12:23 PM

**City/State/Zip:** Pikeville, Kentucky 41501

**Company Complaining About:** Inter-mountain Cable (imctv)

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## **Description**

Inter mountain Cable a subsidiary of Gearheart communications will start charging customers for data caps in September of 2015. This goes against everything the open internet is about.

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[Ticket: # 390904 - Unfair data cap](#)

**Date:** 7/8/2015 6:25:01 PM

**City/State/Zip:** Allen, Kentucky 41601

**Company Complaining About:** Inter Mountain Cable

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## **Description**

Beginning in September Inter Mountain Cable will begin to enforce a soft data cap depending on the speed of the customers' package resulting in unfair increases in price. Competition is EXTREMELY limited in our area and we are forced to pay a contract anyway. We signed a contract expecting UNLIMITED data. We believe that in the age of Netflix, online gaming, and digital purchases that this is completely unfair and simply a greedy move to exploit the people of eastern Kentucky.

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**Ticket: # 391493 - COMCAST data cap**

**Date:** 7/8/2015 10:58:34 PM

**City/State/Zip:** Fort Campbell, Kentucky 42223

**Company Complaining About:** Comcast

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## **Description**

By means of this complaint I want to protest the abusive data cap implemented by COMCAST in the Fort Campbell Kentucky area. Although abusive sounds like a harsh word, it is the only word that can describe this. While most cities and ISPs in the country offer unlimited Internet usage, we are obligated to pay extra if using more than 300 Gb a months. Comcast plans to offer unlimited internet usage to their future gigabit customer but wants to implemented a cap to regular users which makes all of their reasoning for this cap invalid. They claim that people like the caps, that using more than 300Gb puts strain on their network yet they want to give unlimited access to gigabit users. I think that is insane and since this is a "trail" market I would appreciate the chance to opt out of this trail since it hinders my ability to use other internet dependent services which I also pay for.

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[Ticket: # 391596 - This company sucks](#)

**Date:** 7/9/2015 12:51:58 AM

**City/State/Zip:** Teaberry, Kentucky 41660

**Company Complaining About:** Gearhart Communication

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### **Description**

The company is horrible they can't get people's account right they over charge and now they are violating law with the Internet data caps. Not to mention I use to have dsl but I never got the speed I was supposed to get and it always dropped.

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**Ticket: # 391915 - Comcast Data Cap**

**Date:** 7/9/2015 10:52:14 AM

**City/State/Zip:** Lawrenceville, Georgia 30044

**Company Complaining About:** Comcast

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## **Description**

After my father's recent stroke, my husband and I moved in to take care of him since there was a lot he could not do. I am in school as well as my husband. I work from home as a web developer as well as go to school. My father cannot do anything except file paperwork from home and do a few things on his Smart TV and his computer. Comcast's data cap does not allow people working from home or anyone with a disability to live normally without extensive fees to the internet. With no way to track, Comcast has no way to track what the internet is being used on and we have no way to tell if it is even correct. This data cap needs to be abolished for anyone in this situation and in 2015 where the internet runs our life, having it limited by these insane caps is not right, regardless of the company.

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[Ticket: # 392884 - Throttling/data caps](#)

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

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

**Company Complaining About:** Centurylink

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## Description

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

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

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

CenturyLink Excessive Use Policy

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

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

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

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

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

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

1.5Mbps plans – 150 Gigabytes

Plans greater than 1.5Mbps – 250 Gigabytes

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

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

A 7mbps throughput connection is something like 18900 gigs a month or was it 100,000ish (dyslexic use the 18,900 as conservative) been a while since I calculated throughput.

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

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

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**Ticket: # 393097 - Inter Mountian Cable breach of contract**

**Date:** 7/9/2015 3:45:09 PM

**City/State/Zip:** Minnie, Kentucky 41651

**Company Complaining About:** Inter Mountian Cable - Gearheart Communications Harold Kentucky

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### **Description**

Inter Mountian Cable has informed me of a proposed 'data cap' on my internet usage begining in September 2015. I re signed a contract at the end of June 2015 and was not informed of this. The data cap iss ues is a breach of contract I signed.

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**Ticket: # 394454 - Data Cap**

**Date:** 7/10/2015 1:56:10 AM

**City/State/Zip:** Hi Hat, Kentucky 41636

**Company Complaining About:** Inter Mountain Cable

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## **Description**

Inter Mountain Cable has recently announced company plans to institute a data cap on all of their customers. Due to the monopolization that currently exists in certain rural areas in Eastern Kentucky- specifically the areas that Inter Mountain Cable services, one is left to accept the many injustices this company imposes on their customers. I have attached an image of their current prices for services they label as, "broadband," of which, does not meet said criteria according to you, the FCC.

I am filing a complaint on the basis that I cannot find justification for a data cap, in conjunction with current prices for underrated services. I have asked several times for said entity to show justification for this (data cap) newly adopted business model. Unfortunately, Inter Mountain Cable has grown accustomed to doing as they may without fear of losing customers, as said customers only have one choice for high speed internet.

It is my hope and desire that Inter Mountain Cable will attempt to show justification for this newly adopted business model. In addition, I would like to see the statistical information that allows them (Inter Mountain Cable) to claim that only 1% of their customers are affected by this data cap.

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**Ticket: # 395260 - Comcast Data caps target streaming video competitors.**

**Date:** 7/10/2015 1:07:18 PM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

I have recently moved into an area where Comcast is the only available broadband service provider. I use Sling TV, an internet-based TV service, as I had an existing account with them when I moved, and I prefer their service over the Cable TV service that Comcast provides. Since moving, I have had to be very careful about my bandwidth usage. I have had to limit the amount of time I use my Sling TV subscription in order to be sure that I wouldn't incur any overages. With the way my data usage is now, I am very likely to go over if I continue the use of Sling TV and fulfill my other internet needs (large software patches and game downloads being the other bulk of the traffic I use). If I were to cancel Sling, the 300GB cap would likely be sufficient.

Which brings me to my primary complaint. Every time I have talked to Comcast, they try very hard to sell me their TV service. It seems that Comcast has a conflict of interest in this regard, and that their data caps are set just high enough to avoid major complaint from internet users that also subscribe to Comcast's TV service, which does not use the Internet and therefore does not apply against the monthly service cap. As a consumer, I have no other viable options for high-speed internet in my area. AT&T offers DSL service, but their maximum available speed is 6mbps down/.5mbps up, with a cap of 150GB a month. AT&T's DSL service is not, by definition, "broadband", and does not fit my current needs, although they would have been sufficient 7 years ago. AT&T has also said that there are no plans to expand their broadband service, U-verse, to my area. If there was a viable alternative, I would switch immediately, as I feel that Comcast is abusing its current monopoly power. This is evidenced by the fact that Comcast has selected the Atlanta area as a "test market" for these caps, knowing that there are many towns and neighborhoods where they have a monopoly on broadband internet access.

While Comcast's data caps are not a direct violation of net neutrality, they serve the same purpose as fast-lanes: to place arbitrary limits on competition to try to force customers to use the provider's products. In my experience, there is no evidence that my neighborhood or service area has network congestion issues (my speeds are consistent), and my current subscribed speed is far from the maximum that Comcast is willing to sell in my area. This tells me that this is a matter of profit maximization and the threat of new internet-based TV competitors, and not a matter of managing the capacity of the network, and with monopoly control, Comcast is acting abusive by doing so.

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**Ticket: # 395380 - Internet Monopoly --> Taking Advantage**

**Date:** 7/10/2015 1:34:57 PM

**City/State/Zip:** Champaign, Illinois 61822

**Company Complaining About:** Sudden Link

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**Description**

Hello,

My name is (b) (6) and I'm going to be moving to Texas in a city called as College Station. In my neighborhood (zip code: 77845), there is only one service provider and that is SuddenLink. Now they know that. Which is precisely why they have put data caps on their plans. I'm moving from Illinois, where all these years, not one of the ISPs had data caps for house internet! This is outrageous. A data cap of 250 gb. I planed to get TV by using SlingTV, but now, I can't do that, because if I stream from Sling, then that will blow right through my data cap. I am looking for your help in removing the absurdly low data cap of 250gbs or increasing it to something more acceptable like 5 or 6 terabytes. This misuse of the monopoly they hold is utterly disgusting. I will await your help. Thank you.

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**Ticket: # 395498 - Comcast XFINITY Data Cap****Date:** 7/10/2015 2:02:09 PM**City/State/Zip:** Marietta, Georgia 30064**Company Complaining About:** Comcast

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**Description**

I'm having problems with the Comcast XFINITY Data Cap. This is ridiculous that I have to stop watching Netflix, Hulu and other services because of this cap. I have to tell my kids to stop using YouTube and other services and stuff they need for school so we don't go over the cap. Also, I have XFINITY Home Security and their camera uses a lot of data. I have turned off my router and just left the XFINITY Home Security router on and it uses about 1GB-5GB per day. If I use the app XFINITY TV (from Comcast themselves) it counts toward the data. By Comcast having this data cap, I don't have a open internet, because I can't go to the website outside Comcast to watch other services. And 4K (UHD) video is going to kill the data in days. I also think this data cap is very inaccurate, it goes up without anybody being home, and sometimes by a lot.

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**Ticket: # 396344 - Comcast Data Caps**

**Date:** 7/10/2015 5:37:42 PM

**City/State/Zip:** Loganville, Georgia 30052

**Company Complaining About:** Comcast

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## **Description**

The rationing of data as put forth by Comcast and their data caps is ridiculous and out of control. It needs to be stopped. This is 2015 and much of our lives (business, social, entertainment, financial, etc.) depend on an internet connection. In a world where everything is streaming - including much of what Comcast has to offer - this is just an example of price gouging.

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[Ticket: # 396942 - data caps imposed by Suddenlink Communications](#)

**Date:** 7/11/2015 5:44:19 AM

**City/State/Zip:** Williamson, West Virginia 25661

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink Communications has imposed data caps on its internet usage unfairly. The reason they give is due to limit congestion in their network. However, they have no limits on thier cable TV service which travels over the same cable. The only reason they are making this cap is to stop customers from having the option of canceling thier cable TV service and going with other providers like Netflix or HULU.

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**Ticket: # 397576 - Comcast Data Caps**

**Date:** 7/11/2015 5:40:18 PM

**City/State/Zip:** Franklin, Tennessee 37069

**Company Complaining About:** Comcast

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## **Description**

I happen to live in one of the test markets for data caps on home internet usage. I am sure Comcast started with Nashville as one of their "test" markets because there is no competition and customers have no other options than to be financially raped by uncaring monopoly. Please, do not allow this company to assault us this way. There should be no reason for home data caps. It does not cost the company any more and they offer no options what so ever. You can not even pay at a higher tier to increase your usage. They would rather you go over and penalize you as there is more profit and no regulation. Customers need the FCC to slay this giant for us. Stop Comcast's pillaging and plundering of customers with no other option.

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[Ticket: # 398322 - Data cap for internet utility](#)

**Date:** 7/12/2015 7:04:12 PM

**City/State/Zip:** Tucson, Arizona 85743

**Company Complaining About:** Comcast

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## **Description**

Comcast having certain areas as "test" areas for data cap (350gb) where other areas for the same price isn't capped. Cap has gone on for over a year(started 2012)

After going over said data cap they charge per 50GB.

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**Ticket: # 398352 - Data Cap**

**Date:** 7/12/2015 7:32:54 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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### **Description**

When I agreed to receive internet via Comcast, there was no data cap. Randomly we got letters and emails saying there would be a data cap being put in place. This is utter BS. You know it. Everyone knows it. Please do something, like protecting Americans from corporations. They are our worst enemies.

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[Ticket: # 398920 - Comcast's monthly data cap](#)

**Date:** 7/13/2015 11:07:39 AM

**City/State/Zip:** Decatur, Georgia 30033

**Company Complaining About:** Comcast

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## **Description**

Recently I received a robo-call letting me know that I had exceeded my monthly 300gb data limit and would be charged for additional usage. I feel that this arbitrary data cap is unfair there are no Internet Providers in my area that offer comparable speeds. Additionally, Comcast appears to be discouraging it's customers from using online video streaming competitors as Comcast exempts it's own video streaming services from counting toward the cap.

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**Ticket: # 399549 - Data Cap Limit**

**Date:** 7/13/2015 2:03:46 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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### **Description**

I am being imposed to a 300gb Data Cap with Comcast. If i go over, I pay 50GB each Month, This is causing my bill to become outrageous and harder and harder to pay each month. This was NOT explained to me when i signed up for internet and I most certainly did not opt into it. I work from home so my Data Usage each month far exceeds 300GB.

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**Ticket: # 400156 - Comcast Data Caps**

**Date:** 7/13/2015 4:57:01 PM

**City/State/Zip:** Georgetown, Colorado 80444

**Company Complaining About:** Comcast

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## **Description**

A comcast rep told me all internet services provided by the company would be capped, meaning after 300GB of internet, they could decide to charge more.

This effectively ruins my business, as I use the internet to transfer large video files and images as a freelancer. I can't afford to pay their outrageous prices to do what the internet was built to do, transfer data.

I'm extremely unhappy that they are allowed to do this, please outlaw data caps so they can't take advantage of us anymore.

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**Ticket: # 400251 - Comcast data usage plan/Data Cap**

**Date:** 7/13/2015 5:26:50 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

My Comcast internet services came with a 300GB data usage cap after which I will be charged \$10 for each 50GB. This is not a good business practice for several reasons:

- 1) When streaming video becomes more and more popular, 300GB equals to only 90-100 hours HD video from Netflix, Amazon Prime or other services. When you have family members stay at home during the day, it's very easy to go over. However, overage here does not cost Comcast much, if any. They did this to take pure profit on customers do nothing wrong or excessive.
- 2) These online video services are competitors to Comcast TV service. The data cap that Comcast forced on its customers works to scare customers away from these content competitors as customers would incur hefty fee for streaming videos. It breaks net neutrality principle and serves as a tool for Comcast to unfairly tilt the playing field when its TV service competes with online content providers.
- 3) Some Comcast customers are fortunate to live in areas that other internet service providers do not mandate data cap (notably Google Fiber). In these markets, Comcast does not have data cap or is willing to suspend it when customer wants to leave. However, these practices are not fairly introduced to customers live in areas where Comcast has monopoly. This is essentially discrimination on millions of customers like me who have to use Comcast because there is no other choice.

For all above reasons, I hereby request FCC to investigate the data cap practice (or data usage plan per Comcast) and order the suspension of such practice in all US markets. All customers that were charged with overage fee should be refunded and a punitive fine should be imposed to prevent similar practices re-emerge from Comcast.

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**Ticket: # 400884 - Comcast Data Cap and Connection Speed in Savannah, Georgia**

**Date:** 7/14/2015 12:28:18 AM

**City/State/Zip:** Savannah, Georgia 31410

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

**Company Complaining About:** Boost Mobile

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## Description

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

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

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

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

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

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

Thank you for your time.

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**Ticket: # 401839 - Comcast Unreasonable Data Cap in Test Markets**

**Date:** 7/14/2015 1:31:02 PM

**City/State/Zip:** Savannah, Georgia 31405

**Company Complaining About:** Comcast

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**Description**

Comcast has imposed an unreasonable 300 gig data cap in my home. I am paying over \$120 for the Extreme 105 internet service. My family uses over 1 terabyte per month using various devices (ipads, iphones, streaming, and gaming). This cap greatly limits what we can do. We did not choose to be part of this "Test" group and demand to have the data cap lifted.

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**Ticket: # 402742 - Comcast Data Cap**

**Date:** 7/14/2015 6:13:37 PM

**City/State/Zip:** Memphis, Tennessee 38103

**Company Complaining About:** Comcast

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## **Description**

I have now been notified of a data cap with my Comcast internet usage. I was never notified of any of this when I signed up. This is a clear violation of net neutrality as my data is not affected when streaming On Demand, yet it is when I stream Netflix, Amazon Prime, and anything else. I also am not happy that I am signed up for this cap when most of the country is not and yet I pay the exact same price as everyone else.

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[Ticket: # 402781 - Comcast data cap](#)

**Date:** 7/14/2015 6:27:55 PM

**City/State/Zip:** Savannah, Georgia 31406

**Company Complaining About:** Comcast

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## **Description**

I feel that comcast's 300gb per month data cap is exorbitant. In a modern home, 300 gb is a ludicrously small cap that could be exceeded in a matter of days with no real effort. This cap needs to be listed.

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**Ticket: # 403140 - Data Caps / Inaccurate Billing**

**Date:** 7/14/2015 9:27:34 PM

**City/State/Zip:** Boise, Idaho 83714

**Company Complaining About:** Cable One

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**Description**

Most Network Engineers understand the cost of bigger pipes and network gear, but data is not coal...it's not a finite resource.

Cableone now is trying to offer faster speeds that they can't support as they are in a marketing battle with CenturyLink, etc. This has led to artificial data caps and inaccurate billing.

Both me and some of my technical co-workers have also utilized various tools to track our Internet usage and low and behold it's at least 10-30% lower than Cableone's numbers (regardless of the tool).

It's time for artificial data caps to stop. Cableone and other providers aren't having problems with consumers pumping too much gas / data....it's a problem with their marketing campaign of faster speeds which they can't support.

In additikon

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**Ticket: # 404064 - Comcast Data Cap****Date:** 7/15/2015 12:47:30 PM**City/State/Zip:** Snellville, Georgia 30039**Company Complaining About:** Comcast

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**Description**

I have had Comcast Internet service for several years. They implemented this 300GB/month data cap on internet service back in 2012 in certain markets and it is unfair. Not all customers are subject to it and if I go over that cap, I have to pay \$10 per every 50GB used. I already pay a high amount for the internet I use. I have worked from home since 2006 and this is killing me. Between my work usage on the computer & our personal usage, we easily go over the cap. Our choice is to either go to a business account and pay \$150 JUST for unlimited internet and have to keep our TV on a residential account and pay another \$150-\$180 just for TV. Or we stay on the residential side and have the cap and pay a cheaper price with our bundle.

I do not believe the data is being properly measured because when we first moved into our new home in July 2014, we only had the service installed for 2 weeks and were barely using the service. We got notification that we had already reached the 300GB limit in 2 WEEKS time. I called Comcast and they tried to say someone was probably hacked into our WIFI. I said this is not true as we had issues with our installation, but they denied any problems and to this day, our data usage fluctuates month to month. One month we only use 180 GB and the next we use over 500GB yet our family activity is always the same. I have looked online and see several complaints of this same pattern.

And not only this, because I work from home, I am legally trying to transferring files because I do web design. They put a block on that to stop the illegal music downloads, but it also stops the people who are doing it the legit way. So I can't transfer anything for my work through an FTP client. I am unable to do half of my job because of the way they have changed things.

I can watch Comcast onDemand videos all day for free, but if I stream Netflix or other competitors I am using data which goes towards my cap. This is unfair and needs to be stopped!

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[Ticket: # 405553 - Comcast data caps](#)

**Date:** 7/15/2015 6:16:12 PM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** Comcast

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### **Description**

Comcast data caps are unfair, and I feel illegal. The cap is a blatant work around to circumvent the net neutrality laws. Please investigate.

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**Ticket: # 406244 - Comcast Data Caps**

**Date:** 7/16/2015 8:30:04 AM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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## **Description**

Hello,

For years I have experienced the freedom of using my home internet without having to fear fees for using it too much. This is the 21st century and this is America. This is a MAJOR step back in this technological day and age by forcing consumers to monitor their home internet. Also, Comcast's infrastructure is not the greatest in the world and they are the largest ISP in the country! They have made BILLIONS in profit every year. Where is this money going (\$64 billion revenue in 2013)? Do they really need to restrict consumers on their home internet? In my opinion, this is just another way for them to make more money off their customers and also to kill competition (Netflix, Hulu, YouTube, etc) so people are forced to buy cable TV plans again. Something seriously needs to be done about data caps on home internet use. AT&T, Verizon, and other ISPs are adopting this policy as well and they also need to be stopped. Capping a resource that is NEEDED in this day and age is not right and not how I envision living in America. What is next? Are we going to cap people on how much fuel they use? How much power they use? How much water they use/drink? How much food they eat? These data caps MUST go!!!

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**Ticket: # 408481 - Comcast Data Cap**

**Date:** 7/16/2015 10:37:03 PM

**City/State/Zip:** White Bluff, Tennessee 37187

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a data cap in my area which is a hugely unnecessary burden and only profit gouging. More data does not cost them more money and we, as a family of four, struggle every month to stay under it and avoid upcharges on our bill which we can not afford. We can often not control the quality of the streams that are coming into our home on Netflix, Prime, HBO Go, etc. and the HD ones EAT away at data. This is an unnecessary burden and I would like to see it addressed by the FCC. A simple Google search will show large amounts of people having issue with these data caps and there is no reason for them now in 2015. My current bill is over \$128 monthly and having a data cap with 50/75MB speed internet is greed at best and against the idea of net neutrality at worst. My Comcast account number is (b) (6). I would gladly switch carriers but there is no competition in my (Middle Tennessee) area and if we want to use modern technology we are forced to be under this cap. Please help me and the others who can;t stand up to giants like Comcast on our own.

(b) (6)

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**Ticket: # 408542 - Comcast Data Cap**

**Date:** 7/16/2015 11:39:32 PM

**City/State/Zip:** Owens Cross Roads, Alabama 35763

**Company Complaining About:** Comcast

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## **Description**

I am currently in Huntsville Alabama and I love the area. However my only service provider is Comcast as ATT DSL has less then 2Mbps. I recently found out that Comcast has a 300 Mbps data cap in our area something that I was not aware of when purchasing. Now I am being told that 1/2 way into the month I have used 282 Gb and will be charged \$10 for every 50Gb used afterwards. This is ridiculous, I have no other options but to pay it or pay even more for Comcast business. A quick check of my network utilization shows no real usage except when I am watching movies via netflix, a competitor to Comcast on demand. I hate that I have no other viable options for internet, I would rather support any other company at this time. If given the choice to support Comcast or the Nazi party I would have to learn German, but I would have better service.

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**Ticket: # 408548 - Comcast Data Cap**

**Date:** 7/16/2015 11:43:47 PM

**City/State/Zip:** Tucson, Arizona 85742

**Company Complaining About:** Comcast

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## **Description**

Cut the cord from cable/satellite a couple months ago and reluctantly had to sign up with Comcast because they were the only provider with high speed internet ("50" mbs down/ "10" mbs up). They neglected to mention that Tucson, AZ is one of the few "test" cities Comcast uses a data cap with. I'm now 15 days into my second month with them, and I have already used up 90% of my 350 gb data cap limit. This is absurd, and I believe this goes against everything that your Net Neutrality ruling stands for. I'm asking to whom ever reads this to consider looking into these "data caps" that Comcast is using to tack on extra charges to those of us that choose to cut the cord. I'm aware that you will inform Comcast of my complaint, and they will send me a polite email asking (rhetorically) if there is anything they can do to resolve the issue, to which I'll kindly reply to. Maybe.

Thank you for taking the time to read this.

Sincerely-

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**Ticket: # 410813 - Comcast Data Usage Caps**

**Date:** 7/17/2015 8:26:32 PM

**City/State/Zip:** Atlanta, Georgia 30312

**Company Complaining About:** Comcast

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### **Description**

How the hell is Comcast legally allowed to charge data caps? I have EXACTLY ONE option when it comes to internet access and unfortunately it's Comcast. I feel like this is just another ploy by a major telecom to make money hand over fist at the expense of consumers. If I actually had a choice when it comes to choosing my ISP (instead of them ever so conveniently dividing up the country so they don't compete) I would leave in a heartbeat. Please end this bullshit practice however you deem fit. Thank you and by the way, great work on the Title II net neutrality stuff. I actually didn't think it was going to get done, but you guys pulled through. Keep it up!

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**Ticket: # 410975 - Comcast/Xfinity Data Cap - Unavailable to Opt-Out**

**Date:** 7/18/2015 1:09:05 AM

**City/State/Zip:** Smyrna, Tennessee 37167

**Company Complaining About:** Comcast

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## **Description**

I find it extremely unfair that it's impossible for me to opt-out of their "data usage plan trial," which affects me in the Nashville, TN area. Other cities around the US that are not involved with this trial do not receive a data cap and are charged the same amount as I am per month with no overage fees.

The fact that I can get hit with an overage fee for every 50GB extra over my limit without being able to opt-out of that as well is extremely disheartening, especially since Comcast has a near-monopoly on the area.

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**Ticket: # 411037 - Data Caps with Cable One**

**Date:** 7/18/2015 5:04:43 AM

**City/State/Zip:** Kuna, Idaho 83634

**Company Complaining About:** Cable One

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## **Description**

Data caps are anti-consumer behavior that have no base in how the Internet works. You can't "run out of Internet." I hope that one day legislation will prevent these anti-consumer practices. They charge fees for 300gb or higher, which is easily obtainable by a family that has gamers or streams videos, which also happen to be their biggest competitors., handing lost profits down to the people who use them.

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[Ticket: # 426519 - AT&T data throttling](#)

**Date:** 7/25/2015 6:09:28 PM

**City/State/Zip:** Lubbock, Texas 79416

**Company Complaining About:** AT&T

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## **Description**

i have unlimited data on my plan and att slows down my speed to what is effectively zero if I exceed their arbitrary data cap. Unlimited data is limited data when you cut speeds where it becomes unusable.

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**Ticket: # 412368 - Data Overage Fees - Comcast**

**Date:** 7/19/2015 3:33:49 PM

**City/State/Zip:** Woodstock, Georgia 30188

**Company Complaining About:** Comcast

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**Description**

Comcast is charging me approximately \$80 per month in data overage fees, in addition to my regular monthly bill. However when I speak with their security department, they reassure me that virtually none of their customers exceed the 300 gb cap and that based on my description of our usage, I should be under the data cap. We were away on vacation for 2 weeks last month and our wireless router was unplugged, yet our data usage according to Comcast's records remained the same as previous months. That has made me seriously question if their data records are accurate.

In my opinion, this is a violation of the net neutrality principle. They don't have tiered packages available in Atlanta, so I am left at the mercy of their fees that are automatically added to my bill each month.

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[Ticket: # 412457 - Comcast data cap](#)

**Date:** 7/19/2015 5:14:10 PM

**City/State/Zip:** Marietta, Georgia 30068

**Company Complaining About:** Comcast

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## **Description**

comcast's "market trial" of internet data cap is not fair for those customers who are in the trial markets vs. non-trial markets. It is also a prime example of an oligopoly imposing their market powers to gouge their customers. How does putting a cap in usage enable better service? Or help comcast innovate for better technology and future services? They are deliberately trying sabotage/mitigate external market forces such as netflix and hbo go, etc....services that are leading to "cord-cutting".

What is even worse is that comcast does not offer higher data caps with higher data speeds at a higher prices. With higher data speeds, a customer is likely to reach the data cap quicker and could be penalized for purchasing "better" services from comcast. They are also enforcing this data cap rule outside of the city limits of their "trial markets". (Ex. Atlanta = entire state of GA?).

At the end of the day, comcast is simply doing what they do best, increase profit with least amount of investment. More importantly, comcast is willfully delimiting the consumers rights to an open internet/net neutrality. If FCC does not put an end to data cap, US consumers and businesses will further fall behind other OECD countries in promoting innovation.

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**Ticket: # 412521 - Comcast Data "Allotment"**

**Date:** 7/19/2015 6:24:15 PM

**City/State/Zip:** Rincon, Georgia 31326

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I live in Savannah, Ga. My ISP, Comcast , recently extended their 300GB a month data allotment to the region I'm in. I was given no notice of this new policy, only finding out about it through a phone call stating "you're at 90% of your 300GB data limit".

This is outrageous. Not only was I not informed of this billing/policy change, it is also unreasonable. In the dawn of 4K content, massive online media consumption , the Internet of Things, Comcast is limiting data and charging \$10 per 50GB I go over my monthly" allotment".

I can not see how this can be legal. Comcast is the only decent ISP around here and they're cheating all of their customers. That seems like the definition of a monopoly to me.

The FCC needs to start cracking down on data caps. This is unacceptable. We won the net neutrality debate, now we need to win this.

Thank you,

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**Ticket: # 414506 - Comcast Data Cap****Date:** 7/20/2015 4:54:51 PM**City/State/Zip:** Alpharetta, Georgia 30022**Company Complaining About:** Comcast

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**Description**

I recently moved to Alpharetta, GA and was forced to make the decision on whether to use AT&T UVerse or Comcast as my ISP (DIRECTV is my TV provider). I decided to go with Comcast as their 25 mbps for \$29.99 deal seemed sufficient for myself and my girlfriend as we mostly just stream videos through Hulu or Amazon Prime.

In addition to the online video streaming I also work from home about 50% of the time, which doesn't require the fastest internet speeds, another reason why I decided to go with the plan.

Today I received a notification that I have used almost all of my 300GB data cap, of which I had NO IDEA EXISTED. I was not informed of this data cap in any way and I still have 11 days left before it will be reset. I see that I am probably going to need to incur a \$10 charge because I decided to stream videos and worked from home on my already capped speeds (of which I did by choice) as I simply cannot stop working from home.

Not only do I think this data cap is unnecessary, it is absolutely a shame that it is so hush hush. Comcast continues to disappoint as this is just one of many incidents I have had with them. As soon as a better option becomes available, I will never give my business to Comcast again, and am incredibly disappointed that my only choices are 2 of the most hated companies in the industry.

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**Ticket: # 414969 - Comcast data cap**

**Date:** 7/20/2015 7:38:55 PM

**City/State/Zip:** Duluth, Georgia 30096

**Company Complaining About:** Comcast

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## **Description**

I called Comcast July 2nd or 3rd because I wanted internet service at my new residence. A Comcast representative stated that for \$40 a month for 12 months, I could get internet (75gb down, 10gb upload). What he never disclosed is the data cap, which I am now receiving a phone call about: apparently, I have a 300gb data cap every month. I am very unhappy about this, especially because the representative never felt the need to disclose this information to me. I could not retrieve this representative's details because Comcast repeatedly (in two separate instances) put me on hold for 3 hours before telling me they could not retrieve the info of the representative. This representative also lied about the price. It shows on my bill that the service is not \$40 a month, but \$77 a month (almost double) just for internet, and only this month is \$40 (this representative explicitly stated multiple times the price is \$40 a month for 12 months). My biggest problem is the data cap, as I believe this is an attempt to circumvent Net Neutrality and create a monopoly. With cable disappearing rapidly, users go to the internet to watch shows, etc. through Netflix. A 1080p Netflix movie goes for about 5-7gb an hour. For multiple people in one house, all of whom stream Netflix very regularly, reaching 300gb is very easy, as proven by THE FIRST MONTH of service. This data cap was never disclosed to me.

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**Ticket: # 414975 - Comcast data cap**

**Date:** 7/20/2015 7:44:20 PM

**City/State/Zip:** West Monroe, Louisiana 71291

**Company Complaining About:** Comcast

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## **Description**

The Comcast data plan is ruining many different assets of my family's life. Starting with entertainment like Netflix we get into arguments if we can watch another episode, or who should be allowed to watch, or if anyone has the data to play a video game online. Next is with my education, the internet has become an exceedingly important part of education and with these limits sometimes I can't do research or at worse I can't contact teachers or turn in assignments virtually. The real problem comes when you look at my area, west Monroe Louisiana, there are next to no other options for internet providing in this area so we are forced to use this data capped plan that us tearing people apart. Other internet providing companies make less money than comcast and still they don't have a data cap, so Comcast really has no valid reason for this data cap and it should be removed or at least heightened from the merger 300gb it is at now.

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**Ticket: # 415060 - SuddenLink Data Blocking**

**Date:** 7/20/2015 8:38:00 PM

**City/State/Zip:** Charleston, West Virginia 25303

**Company Complaining About:** Sudden Link

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**Description**

As per the FCC's Open Internet rules on February 26, 2015, I believe SuddenLink is in violation to the rule stating: "No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices."

After hitting a data cap within a given month, SuddenLink will block access to the internet completely if you are unable to pay a fee. How is this legal?

These data caps are illegal and should be removed ASAP, I cannot understand how these companies like SuddenLink are still allowed to continue to block content of TV and Movie streaming services, such as NetFlix, Hulu, Amazon Prime and others, while being in direct competition with their cable TV service. They are being allowed to create a monopoly on these services while the FCC sits back and does nothing even though they are in violation of the new ruling.

After SuddenLink removed all Viacom channels from their Cable TV service, my household had chose to cancel it in favor of other services such as NetFlix, Hulu and others. These companies are offering a much better service then SuddenLink Cable TV. After a few months of this, SuddenLink started enforcing these data caps, forcing people who had cancelled their Cable TV service, in favor of these internet streaming services, to pay up huge fees or have their access to the internet blocked.

This is not right and these companies need to enforce the new laws put in place, or these new laws need to be updated to stop these companies from doing this.

I plea to the FCC to not let SuddenLink and similar compaines get away with this any longer, it is not right and is only hurting the Open Internet you are here to protect.

Thank you.

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**Ticket: # 415339 - Internet Usage Cap**

**Date:** 7/20/2015 11:40:02 PM

**City/State/Zip:** Freeport, Maine 04032

**Company Complaining About:** Comcast

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## **Description**

We have a cap on our internet usage. We cannot exceed 300GB per month or we will be charged for additional bandwidth used. Not only is this cap pointless (we are promised 25Mbps, we should get that 24/7 with no additional fees), but we have not been notified when we have gone over our cap!! In April 2015 we were charged an extra \$40 for exceeding our data limit, with no warning whatsoever from comcast (via phone or email or mail).

Our data cap should be removed if Comcast is not willing to warn us of extra fees.

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**Ticket: # 415696 - Comcast Data Cap**

**Date:** 7/21/2015 10:24:45 AM

**City/State/Zip:** Marietta, Georgia 30064

**Company Complaining About:** Comcast

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## **Description**

I currently live in Marietta, GA and Comcast has limited my bandwidth to 350GB per month, regardless of what internet plan I have. The only option to extend that data cap is to either upgrade to a business account, where the ridiculous price cannot be justified for a common household. Once you go over the 350GB cap each additional 50GB block is \$10, which is ridiculous. With data content fidelity constantly improving and files consequently getting larger, it's unimaginable how a company like Comcast can enforce a data cap.

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**Ticket: # 416744 - Data Caps**

**Date:** 7/21/2015 3:16:53 PM

**City/State/Zip:** Auburn, Georgia 30011

**Company Complaining About:** Comcast

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## **Description**

I have the pleasure of being limited by Comcast on how much data I can use per month. This was supposed to be a test market. Don't you think over 3 years is plenty enough time for a test? The data caps need to be removed. If you stream movies, music, or anything else data related, you are going to blow through the data cap in a flash. This isn't 2008. We use the internet differently now. Either raise the data cap to something that's very difficult to reach, or remove it totally. Being limited to 300GB per month is simply absurd.

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**Ticket: # 417033 - Comcast Data Caps****Date:** 7/21/2015 4:22:03 PM**City/State/Zip:** Dacula, Georgia 30019**Company Complaining About:** Comcast

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**Description**

Over the past 4 years I have been a Comcast internet customer, and during the first year of service I enjoyed internet with not data caps. After the first year, Comcast instituted a "trial" data cap for certain cities, initially for 250 gb and now for 300 gb. This trial has now lasted three years, and the practice of a data cap hampers my ability as a consumer to freely access the internet as I see fit. Since the data cap first started the internet has been evolving as well, providing me as a consumer the ability to use services such as netflix, amazon prime, and sling tv on a regular basis. As well as the development of ultra high definition video all of these technologies and services use a great deal of data, and I also pay fees to have access to these services. The data cap that is applied to me, but not all consumers hampers my ability to use these services as I deem necessary. Since the data cap started the internet has evolved and consumers need and uses for the internet has evolved, but Comcast is still using the same trial data caps from 3 years ago even though internet speeds and needs are increasing. Some cities even enjoy a 600gb data cap, at any rate in order to use the internet as I see fit a 300 gb data cap is unfair to me as a consumer and a business practice by Comcast to profit as much money as possible in certain markets through a "trial" data cap. I would at minimum like to see my data cap raised to a level that is more in touch with current times, or better yet complete removed similar to that consumers outside "trial" markets enjoy.

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**Ticket: # 418168 - Comcast Xfinity Data Cap**

**Date:** 7/22/2015 3:07:42 AM

**City/State/Zip:** Laurel, Mississippi 39443

**Company Complaining About:** Comcast

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## **Description**

I recently moved to a Comcast service area and signed a two-year agreement for TV / Phone / Internet. No mention of a data cap was made during the enrollment process on their web site. I have just received notice that I am in one of their "test markets" for internet data caps. My plan is capped at 300 GB per month and is unfair since most of Comcast's customers have no such limits. I pay as much as they do but receive capped service in return. They have no high-speed competition in my area so I don't have any choice but to accept the hidden data cap.

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[Ticket: # 418935 - Date usage caps on ISPs](#)

**Date:** 7/22/2015 12:07:11 PM

**City/State/Zip:** Winder, Georgia 30680

**Company Complaining About:** Comcast

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## **Description**

I'm complaining about Data Usage Caps because they should be unlimited. I feel that this violates Net Neutrality because I'm not getting the services I'm paying for entirely if I have to have a limit on them per month. I'm being forced to cut off all internet whenever this happens and it is very frustrating and shouldn't be legal. With how much data people use with how big these demands are shouldn't force data caps on us. We should be able to have unlimited data on services we pay for especially when said services are cheaper to supply than what we consumers pay for.

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**Ticket: # 419103 - Comcast Data Usage Metering****Date:** 7/22/2015 12:47:34 PM**City/State/Zip:** Tuscaloosa, Alabama 35401**Company Complaining About:** Comcast

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**Description**

I found out this month (because I am at the limit) that Comcast is setting data caps on internet usage. There is a 300Gb limit and after that, it is \$10/50GB additional cost. I was told from Comcast that this was a new policy for all Comcast users. This was not what I signed up for with Comcast. Unfortunately Comcast is the only cable provider in my area, so I don't have a viable alternative. There is no valid reason to set a data limit on cable internet except to extort customers.

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**Ticket: # 419229 - Comcast's Data Cap**

**Date:** 7/22/2015 1:19:29 PM

**City/State/Zip:** Savannah, Georgia 31406

**Company Complaining About:** Comcast

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**Description**

Hello,

As you know, Comcast has been testing out their data cap of 300 gigs a month in these areas

- Huntsville and Mobile, Alabama
- Atlanta, Augusta and Savannah, Georgia
- Central Kentucky
- Maine
- Jackson, Mississippi
- Knoxville, Nashville and Memphis, Tennessee
- Charleston, South Carolina

After you go over our 300 gig limit, they charge you \$10 for every extra 50 gigs. Every time I ask them how they can do this they reference some certain law that I've never heard of but from what I've seen on the internet it just seems like we are in the test market (Savannah). Would there be any way to get Comcast to not cap internet? I am a loyal paying customer and there is no alternative for cable wi-fi in my area. I want to file a complaint before it's too late to do anything and the data cap is nationwide.

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[Ticket: # 419552 - Comcast data cap](#)

**Date:** 7/22/2015 2:42:44 PM

**City/State/Zip:** Auburn, Georgia 30011

**Company Complaining About:** Comcast

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## **Description**

My internet provider Comcast has a 300 gig data cap on the internet usage for my household. this is 2015 and this 300 gig seems very little given the internet usage when almost everything are being streamed. We even don't use landline any more, so that tells one how much of a screaming people do these days. It's not fair to limit one household to 300 gig when that barely allows enough usage with couple of school/college children and working people in the house. Comcast is the only provider allowed to service my area I am left with no choice. If there were other providers I would understand the capping Comcast is imposing on it's customers.

Please look into this matter.

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**Ticket: # 419663 - Comcast internet**

**Date:** 7/22/2015 3:06:11 PM

**City/State/Zip:** Senatobia, Mississippi 38668

**Company Complaining About:** Comcast

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## **Description**

Comcast needs to be stopped. My family have had service outages repeatedly in the past few years and sometimes it takes a month to get "fixed." And yet they still expect us to pay for that month we didn't even have internet. They have also put a data cap all of a sudden. Which is ridiculous in this day and age because it cost them the same amount of money to give us 5gb as it does to give us 500gb. And no it doesn't affect other customers when I use more. I also believe this is illegal due to the fact that not every comcast customer has the data cap and yet I must pay the same amount with a cap as someone without a cap. That seems pretty illegal to me. They have become a monopoly and our federal government must do something about this. This country is far behind Europe in terms of services. For instance the exact same phone service I am paying \$73 for is only \$15 in Europe. We have got to stop big companies from robbing the American people. No wonder our economy is so bad.

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**Ticket: # 419912 - Comcast Internet Data Cap**

**Date:** 7/22/2015 4:09:13 PM

**City/State/Zip:** Augusta, Georgia 30906

**Company Complaining About:** Comcast

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## **Description**

Hello, and thank you for your time.

I live in Augusta, Georgia, one of Comcast's two and a half year's market "test" areas for internet data cap usage. Starting off at 250GB, which at that point in 2008 was sufficient.

However, within that time period of the I have become disabled physically, and now work and school myself entirely from home. My schooling requires me to download software packages, which use up a fair amount of usage. As well, I now do technical and editing work, which require me to download large files in the hundreds of megabytes. I also use services such as Pandora to pass the time and create a healthy work environment. I infrequently watch competing video services such as Netflix, which I feel I am almost punished for using, as I neither want nor need Comcast television.

At the moment I pay \$29 dollars a month for cable, which a local Comcast representative was willing to arrange for me. Still, I am now inundated with offers from Comcast - almost daily - to upgrade my service to a full Comcast television and phone package, or conversely to upgrade to business class internet, which is costly and involves contracts and termination fees should I move or accept service from Comcast competitors. As well, as I near my data cap each month I receive hourly automated calls reminding me of that fact until I physically pick up the phone and answer the call.

As it stands, customers in my area have very little choice in the matter. There is one local competitor, whose architecture does not cover the entire Augusta area, and as such we are often forced to use Comcast or costly internet packages from our cellular or satellite providers. Even so, the Comcast architecture is often buried underground and aging poorly, and responds badly to extremes of heat and cold. In many cases I have experienced poor service in almost every place I have lived, with Comcast technicians and contractors being inexperienced, lazy, and overworked.

All in all, Comcast service is laughable at best, and downright angering in its daily usage. Adding the constantly rising prices and monthly data caps, it is a service I would never use had I a reasonable choice. Please, as our governing body, I beg of you to make the obvious choice and put some sort of end to - if nothing else - my constant vigil over the use of a service I have no other choice than to pay for as well as monitor every second of my day.

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**Ticket: # 420264 - Internet Data Caps****Date:** 7/22/2015 5:48:22 PM**City/State/Zip:** Tucson, Arizona 85741**Company Complaining About:** Comcast

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**Description**

I have recently moved to Tucson, AZ and switched Internet providers to Comcast/Xfinity. While speaking to them both in the online chat and over the phone with two different representatives, neither of them alerted me to the data cap even though they asked about my Internet habits which include streaming videos and large file downloads for classes. I was only alerted by voicemail yesterday that I had used 90% of my allotted data, which I did not even understand existed. I set up my service 10 days prior and had hardly used the internet for at least 3-4 days out of the 10. I searched online and saw that Comcast is doing data cap trials in certain cities and charging extra fees for additional use, which I believe is a gross misuse of their power for those in smaller cities (which seem to be the targets) with limited internet options. I strongly urge Comcast/Xfinity to stop placing data caps on ALL cities and be more transparent as a company. I urge the FCC to put a halt to such malicious practices. I can only see these practices as an attempt to monopolize on all services and as a way for Comcast/Xfinity to punish those who choose to pay for online streaming video services instead of paying their company for TV service. Tucson, AZ is full of students. As a fellow student who relies heavily on the Internet to complete her coursework and to find some peace away from her courses, I strongly abhor the idea of data caps. I regularly pay extra for faster Internet service with the understanding that I will have no such limitations in my usage and to save time in order to complete my heavy coursework. Please, stop imposing data caps. A short term profit will not serve any good purpose in the long term, and Comcast/Xfinity will only face losing customers, who will have no loyalty towards the company. Please do not let a company monopolize in cities where many residents do not have other options and hold them hostage for "experimentation".

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**Ticket: # 420370 - Comcast Data Caps**

**Date:** 7/22/2015 6:13:15 PM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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## **Description**

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

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

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**Ticket: # 420479 - Broadband internet data caps**

**Date:** 7/22/2015 6:55:05 PM

**City/State/Zip:** Tuscaloosa, Alabama 35401

**Company Complaining About:** Comcast

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## **Description**

My ISP, Comcast, is imposing a data cap of 300Gb per month and then charging extra if I use over that amount. In doing so they are penalizing me for using services which draw heavily on downstreaming such and Netflix, Hulu, and Youtube. If I were to not use these services I would not have an issue with the data caps; however, these are commonly used websites and imposing a data cap discourages me as a consumer from accessing them. In this case, it seems as if comcast's data caps are a work around for net neutrality and charges a premium for those who wish to use the services that they wanted to charge extra for up front but were denied the ability to do so via FCC regulation. I hope the FCC looks into these data caps and sees that they are trying to discourage the open use of the internet changing it from a necessity (as it is now for many) into a luxury.

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**Ticket: # 420836 - Lied to me about Data Cap**

**Date:** 7/22/2015 10:35:57 PM

**City/State/Zip:** Memphis, Tennessee 38103

**Company Complaining About:** Comcast

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### **Description**

I was told by a Comcast Representative that if I upgraded to an Extreme 105 package I would receive an increase in my data cap from 300 gbs to 600 gbs a month. After signing a two year agreement I learned that this was not true and that I still had to abide by the 300 gb limit

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**Ticket: # 421674 - comcast - unfair data caps**

**Date:** 7/23/2015 12:23:10 PM

**City/State/Zip:** Kodak, Tennessee 37764

**Company Complaining About:** Comcast

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## **Description**

Comcast currently implements a 300GB data cap on all internet usage for multiple markets, including the Knoxville, TN aream where I am located. This limit is unfair and there is no way to opt out of the limit. I would willingly pay more for an uncrippled internet conenction, but there is no option to do so. Further, if you exceed the data caps, comcast states it will charge \$10 per every 50GB over the cap, ad infinitum, with no limit to how much they will continue to charge.

With no other serious broadband provider in my area, this cap is unfair and does nothing but serve as a way to try to take advantage of customers without choice in broadband providers. These data caps need to be illegal, or at the very least, offer unlimited plans for a few dollars more per month. Further, as internet usage continues to grow, these caps are not increasing and will continue to cause more issues for consumers.

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[Ticket: # 421866 - Xfinity data caps](#)

**Date:** 7/23/2015 1:05:18 PM

**City/State/Zip:** Calhoun, Georgia 30701

**Company Complaining About:** Comcast

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## **Description**

My complaint is that the data caps they have forced on "select" markets, with zero notice, are crap. Why is comcast allowed to put limits on bandwidth used to stream media from non comcast services but there's are limit free. How can they get away with limiting your broadband usage without notice. All of a sudden I get a phone call says I'm about to go over, the next day I go over. That was my intro to xfinity data caps and I think it's a load. Net neutrality should have nipped that in the bud

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**Ticket: # 424866 - Data Allowances**

**Date:** 7/24/2015 4:05:27 PM

**City/State/Zip:** Duluth, Georgia 30096

**Company Complaining About:** Comcast

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## **Description**

I wish for the FCC to investigate the use of comcast for data allowances in Georgia. I currently live in Georgia, there are no ISP where i live that provide internet service without a data allowance. This has stopped me from using my netflix, hulu subscriptions as long as I want and i'm in constant fear of going over my data allowance. This practice is very anti competitive as I cannot "cut the cord" and use only my streaming services because of it. On top of this, Comcast seems to apply this rule arbitrarily as I travel often to Boston and they do not have any type of data cap over there. Furthermore, the prices in boston was much more affordable for much higher speeds.

Thanks

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[Ticket: # 425183 - ISP attaching unfair data caps](#)

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

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

**Company Complaining About:** Sudden Link

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## **Description**

Hello,

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

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[Ticket: # 425417 - Comcast Data Cap](#)

**Date:** 7/24/2015 7:29:55 PM

**City/State/Zip:** Hinesville, Georgia 31313

**Company Complaining About:** Comcast

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## **Description**

I work for the military and enjoy gaming/Netflix with my family. I run into issues of reaching my "data cap" rather quickly. Especially during the last few days of the bill cycle. I've noticed a drastic drop in my speeds once I go over their limit. That is not handy when I need to access the already slow government sites for anything work related.

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**Ticket: # 425422 - Data cap on comcast**

**Date:** 7/24/2015 7:34:37 PM

**City/State/Zip:** Garden City, Georgia 31408

**Company Complaining About:** Comcast

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## **Description**

I was told by comcast that I am again reaching my monthly data cap. Fine, it seems I have a data cap. But then I was told that while netflix goes towards my data limit, the xfinity streaming does not. How is that fair?

Now, if I use the xfinity streaming I do not get charged 10 bucks for 50 gigs over. If i use netflix I will. I only pay 40 a month for internet. That rate per gig would come to 60 bucks a month. They are actually charging more money per gig for a service I already have.

This is what it says on the net neutrality page.

"Paid prioritization: Broadband providers may not favor some Internet traffic in exchange for consideration of any kind — in other words, no "fast lanes." ISPs are also banned from prioritizing content and services of their affiliates."

Thanks in advance,

(b)

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**Ticket: # 425565 - Data Caps**

**Date:** 7/24/2015 9:21:04 PM

**City/State/Zip:** Olive Branch, Mississippi 38654

**Company Complaining About:** Comcast

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## **Description**

In a world with rapidly expanding internet usage, data caps have become an ridiculous route that companies are taking to take advantage of their consumers. Internet traffic is not an issue, as explained by many ISPs, and if it were, the internet would be awfully slow and internet would be unusable from the beginning. However, the Internet is not a tangible source that can "run out," hence the caps (or "data thresholds") imposed by Comcast continue to provide service to the consumer once passed -- with the addition of a hefty fee to the consumer's bill. This forces the consumer, already paying substantial amounts for the service alone, to limit his/her usage to the cap and decreases the expanse of the Internet--and, in turn, the nation's productivity. Also, Internet is a service, NOT a product, therefore, how can a service be charged for the amount used? Logically, a virtual service cannot be metered. Obviously, data caps are part of an unethical practice in use by ISPs nation-wide and should be removed to enhance the productivity of our nation and the Internet as a whole.

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[Ticket: # 425952 - Data Caps](#)

**Date:** 7/25/2015 11:33:30 AM

**City/State/Zip:** Davie, Florida 33328

**Company Complaining About:** Comcast

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## **Description**

Data caps are an unnecessary evil that ISPs are using to line their pockets. The quality of service is substandard, the speeds are well below other modern developed countries, and what do we have to deal with? Data caps.

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**Ticket: # 425909 - Data caps**

**Date:** 7/25/2015 10:59:41 AM

**City/State/Zip:** Lithia Springs, Georgia 30122

**Company Complaining About:** Comcast

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## **Description**

Comcast's 300 GB data cap is unreasonable. I am scared to use netflix and other video streaming sites because I may go over my limit. This has also affected online gaming and game downloads for me. I have two kids that love to watch children shows on Netflix. I have to constantly monitor how many they watch. I even offered to upgrade to the 105mbps speed from my 50 mbps speed, hoping it would remove data caps, but the 300 GB data cap applies to all service levels. I see this as anticompetitive behavior from comcast. If I use their streaming video service, my usage will not count against the cap. I truly believe they are trying to stifle future innovation and destroy netflix and other streaming services. FCC, please put a stop to this practice. Thank you.

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[Ticket: # 426143 - Comcast Data caps and additional charges](#)

**Date:** 7/25/2015 2:02:09 PM

**City/State/Zip:** Woodstock, Georgia 30188

**Company Complaining About:** Comcast

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## **Description**

Comcast is working through a trial of capping usage at 300g and then charging people \$10 per 50gb over that amount. We are already paying an exorbitant amount of money for the Extreme 105 service. This cap also impedes on net neutrality as how I use my services is now directly affected by Comcast wanting to charge more money. Maybe I should cancel Netflix? I'm sure Comcast would love that. Perhaps I should go back to an old clamshell phone without the myriad of apps that connect to the internet? This is really ridiculous that we have to deal with this and there is no competition in the area. Comcast has the worst customer service, and there is not another cable provider that can come in and take away the business. Now that I am a captive customer, I have to endure this? Please have Comcast end this data cap trial as it only promotes their own self interests and is not in the best interest of the consumer or open competition .

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**Ticket: # 426731 - Comcast "Test Market" Data Caps****Date:** 7/26/2015 12:01:29 AM**City/State/Zip:** Memphis, Tennessee 38018**Company Complaining About:** Comcast

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**Description**

Comcast has been testing data caps on certain markets for easily a year now. 300gigs before they start charging \$10 for 50gigs. I had to stop using Netflix because it would eat up my meters. I cancelled netflix, directly because of this data cap. This is unfair, why are there data caps when the internet is moving more and more towards streaming services, there have been no emails telling us how the testing is going or if there is even an end to it. It is horribly unfair that comcast is the only cable service provider in my area, there is dsl but that is sketchy at best. Why is a company that is lording over a monopoly in my area allowed to restrict its users in an ever growing internet streaming society! It is beyond frustrating to not be able to enjoy what I want to enjoy and imposed by the sole provider to play by their archaic rules!

After a year I had heard that perhaps they were going to waive these data caps, so I wanted to test this theory and within under 10 days of streaming netflix I was able to fill 140gigs of streaming. I watched 1 series that was 8 episodes 20 minutes long. Perhaps about 10-15 episodes that were 40 minuets long, 1 comedian, 12 episodes of a series that was an hour long, 4 movies, 3 episodes of another series, and 1 episode of another. I may have missed a few.

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**Ticket: # 426984 - Comcast internet data usage cap**

**Date:** 7/26/2015 1:33:51 PM

**City/State/Zip:** Marietta, Georgia 30068

**Company Complaining About:** Comcast

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## **Description**

I was not told that Comcast applies data usage caps, 3 weeks into our new Comcast internet service, I received phone calls and emails telling me I was getting close to my 300gb data cap.

My family has been a cord cutters for 3 years, we were using At&t but the maximum internet speed they could offer us is 18Mb, when we read that Comcast offered 50Mb speeds and we found a good price we thought we'd found a great new plan, but now with overage costs we're not sure how high our prices will climb!

Also, I was told by customer service that there is no way for us to see what our daily data usage is, so I can't even figure out what exactly is costing us the most and adjust it! I believe this is Comcast's way of gouging the customer in the hopes they will be forced to buy their cable television service to ease their punishment fees.

This is not fair and not being able to see our daily usage makes it impossible to adjust our usage, all I can do is try to read a book rather than watch a movie, what, 2 days a month? 5 days a month?

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**Ticket: # 427111 - Comcast Data Cap on Usage Too Low, Not Explained Up Front**

**Date:** 7/26/2015 4:09:48 PM

**City/State/Zip:** Franklin, Tennessee 37067

**Company Complaining About:** Comcast

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## **Description**

I just recently moved to Franklin, TN and had to switch my provider from Charter to Comcast. Comcast is the ONLY high speed provider in this area, so they have a monopoly on high speed internet, first of all, which is annoying. The internet quality isn't that great and several calls to Comcast haven't really helped. Now on top of that I started receiving notifications from Comcast today that I am at 90% of my data usage. I have had high speed internet for over 10 years and NEVER have had a data usage cap. Furthermore, when I signed up for this internet plan it was never explained to me that there was a data cap.

The thing that is most frustrating is that most of my data has been used by watching HBO GO (which Comcast already charges me for) or Netflix. That's it. I don't download much off the internet, mostly just watch shows on those two services.

Something needs to be done to end Comcast's monopoly in this area to start, as I have no other choice but to put up with this. Second, the 300GB data cap is way too low for a normal family watching Netflix and HBO GO. I especially feel Comcast is double charging me on the HBO GO usage.

So my areas of complaint are:

- 1) Comcast has a high speed internet monopoly in Franklin, TN
- 2) They are imposing data caps that are too low
- 3) They double charge me for HBO GO Usage
- 4) They do not make it clear up front when you are subscribing that there are data caps and what they are, nor that you will AUTOMATICALLY be charged \$10 extra per month per 50GB without your permission.

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[Ticket: # 427152 - The Xfinity data cap](#)

**Date:** 7/26/2015 4:56:58 PM

**City/State/Zip:** N/a, Georgia 30188

**Company Complaining About:** Comcast

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## **Description**

Comcast has been using my area for a market test for the past two years with no end in sight. They are imposing a data cap of 300 Gb on the customers in Atlanta and some other areas. There really aren't other options, so we have no choice but to be subjected to these limits.

Fcc please help those of us affected by these oppressive policies

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**Ticket: # 427499 - Comcast's data cap**

**Date:** 7/27/2015 1:48:21 AM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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## **Description**

Comcast is not net neutral! By limiting monthly data usage to 300 GB across all tiers of their service, they influence you to not use 3rd party services ( netflix, hulu etc.) Also, they do not count bandwidth used on their proprietary streaming service towards said cap, thereby manipulating internet traffic to the end user. Due to the monopoly they have, there is no other cable provider in my area for me to exercise the benefits of a free market and seek a better product. My family uses a reasonable amount of data, but with Comcast's model we will be forced to pay astronomical service fees we can absolutely not afford. Because using less than the allotment is impossible, the only other option we have at this point is to make due without cable tv or internet in our household. In the present day internet is no longer a luxury, it is now necessity. Comcast's and others similar data cap models are the epitome of greed and control and endangers net neutrality. It is profiteering and extortion to the highest degree! PLEASE HELP THE CITIZENS OF THE UNITED STATES OF AMERICA! WE ARE BEING FORCED TO DEAL WITH ORGANIZED CRIMINALS! Thank you for your time.

Sincerely,  
~middle class america

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**Ticket: # 427520 - Data Cap Trial Area**

**Date:** 7/27/2015 3:21:58 AM

**City/State/Zip:** Sevierville, Tennessee 37876

**Company Complaining About:** Comcast

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### **Description**

I have a complaint about the data cap trial area that comcast has imposed in the trial areas listed for Tennessee the following cities are listed Memphis, Jackson, Mississippi, and Knoxville. I do not live in any of these cities and the nearest city out of those is Knoxville which is over 20 miles away. My issue is that my internet is capped and I live in Sevierville Tn.

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**Ticket: # 427524 - Cox unfair business practices**

**Date:** 7/27/2015 3:51:41 AM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

To whoever this may concern. There is code that is being injected into my web traffic without my permission and they offer no way to opt out or block. I am getting overwhelmed with unwanted messages which makes me feel like I am using a wireless carrier with data cap warnings. I feel and many others feel the data caps need to be gone because after all aren't all ISP suppose to be equal? Data caps are unnecessary and an unfair business practice I will continue to complain until the data caps are stopped. So why do business owners not have data caps force residential customers have them it's clearly unfair. The prices slowly climb but the service get's worse does anyone really have a choice in what ISP they get and everyone know it. Please listen thank you!

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**Ticket: # 427691 - Comcast Data Caps**

**Date:** 7/27/2015 10:07:56 AM

**City/State/Zip:** Franklin, Tennessee 37067

**Company Complaining About:** Comcast

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## **Description**

It is unacceptable to me that my total normal average family can't watch our TV shows and listen to our music without paying for data cap overages.

Every family in America is using the internet just like we do. But Comcast is saying that **NO ONE WILL ACTUALLY EVER** exceed the data caps. That's completely wrong.

I watch movies and listen to music. Me, my wife, and my two young children.

Comcast is just abusing its customers and there are **NO OTHER CHOICES** in my area except satellite which is even worse.

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**Ticket: # 428266 - Comcast Data Capping****Date:** 7/27/2015 1:01:33 PM**City/State/Zip:** La Follette, Tennessee 37766**Company Complaining About:** Comcast

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**Description**

As a Consumer without reasonable high speed internet in my area I find it unfair that my area is being capped on internet usage. 300 GB seems like a reasonable amount of internet .. until you use an outsource for television such as Netflix. In the past months April May we only used slightly over the 100 GB mark. In the end of June it went up as we allowed our daughter to watch Netflix some. We then received a call 2 days before our bill was due in July stating we had went over our data limit. Our daughter's best friend had stayed here the past week and they had been watching a movie or two each night on Netflix. We have it set on our account for the lowest possible pixel viewing settings. However if they watch something off computer , tablet , etc. from Comcast's Xfinity it does not show a significant change in the data limit. Comcast has been doing this to "test" area consumers in the southern states since 2012 and this needs to be stopped! It is unfair to put data capping on people as a test market and charge us for going over when other consumers are NOT being charged. If we go over the 300 GB we are being charged extra at a rate of \$10 per 50 GB and a cut off point of 400 GB where our services will be stopped all together. This is an unjust cycle that is not being administered to all Comcast high speed internet customers and is not fair consumer practices.

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[Ticket: # 428315 - Comcast's violation of open internet guidelines](#)

**Date:** 7/27/2015 1:16:21 PM

**City/State/Zip:** Savannah, Georgia 31401

**Company Complaining About:** Comcast

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## **Description**

Comcast in select markets has begun rolling out a program that limits access to lawful internet content. This is achieved via a data cap at 300g with additional charges after. The house I live in has 6 professionals living in it. the last two comcast bills had an additional 120 dollars in charge, I am of the firm belief that you can charge me based upon the speeds I receive but the amount of data that flows over the line should not be a factor in fees.

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**Ticket: # 429505 - comcast data cap**

**Date:** 7/27/2015 7:05:42 PM

**City/State/Zip:** Tucker, Georgia 30084

**Company Complaining About:** Comcast

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## **Description**

The 300 gb data cap from Comcast is ridiculous and costly. I have two college aged children and we've been going over the 300 gb cap before the halfway point of each month. Comcast doesn't offer an unlimited data plan and they have a monopoly on the internet with the government backing them. WHY?! The only reason for the data caps they enforce is to make money. We already pay for high speed internet that we basically can't use to its full potential because of the data caps without having to pay a ridiculous amount of money in overdraft fees as well as the regular bill. How are we supposed to use our services like netflix, hulu, and other online streaming and gaming services without going over the data cap before the months end? They charge \$10 for every 50 gb of additional usage, but there is no unlimited service options. PLEASE BRING US GOOGLE FIBER!

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**Ticket: # 431568 - Comcast Internet Data Caps**

**Date:** 7/28/2015 3:41:28 PM

**City/State/Zip:** Calhoun, Georgia 30701

**Company Complaining About:** Comcast

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### **Description**

Comcast has a 300gb monthly data cap on our internet. This is completely and entirely wrong. I would switch ISP's but they are the only one's that offer internet at a reasonable speed other than AT&T, and they also have a data cap or 250gb/month. Comcast and AT&T have a monopoly over tv and internet. This is so wrong to do to your customers.

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**Ticket: # 431790 - Comcast Data Caps**

**Date:** 7/28/2015 4:15:40 PM

**City/State/Zip:** Smyrna, Tennessee 37167

**Company Complaining About:** Comcast

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## **Description**

Once again, I am being informed of an approaching data restriction on my personal internet plan. I am completely aware of how the data caps work, yet I find them greedy and arbitrary. I also find it reproachable that Comcast offers some services that do not count towards the data restrictions. Inversely, I am charged more if I do not use the internet the way that Comcast wants me to. Sure, I could use Xfinity mobile apps and online content, and my ad impressions go towards Comcast's advertisers. But I pay for other online services that are ad free, and I would like to use my internet service for those outlets, not Comcast owned channels. Yet if I do so, I am fined. I believe this is an arbitrary constriction that violates the Net Neutrality ethos the FCC has begun to regulate among various ISPs. My issue will be resolved if this data cap is suspended or removed from my account, and I would be willing to discuss increasing the size of the cap, as I find 300gb to be wholly insufficient in the modern millennial home. I expect fair pricing and honest fees, none of which I have received from Comcast.

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**Ticket: # 432078 - Open Internet**

**Date:** 7/28/2015 5:35:18 PM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Comcast

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## **Description**

It has come to my attention this month that Comcast has had established a "data usage plan" trial for some time now.

<http://customer.xfinity.com/help-and-support/internet/data-usage-trials/>

I had no notion of this when I signed up with Comcast in my new home as they are my only option for internet in this location. As it stands now my package includes high speed internet with up to 300 gigabytes of information as the hidden and fine print data cap. After me and my wife go over the allotted data we are charged \$10 for each 50 gigabytes after that. I currently pay \$112 for internet and cable. I also pay for Netflix, Amazon Prime (includes streaming shows) and have a PC and Xbox One where I play video games. In the 21st century I cannot fathom how the data I am receiving and using costs the company any more than what my parents and friends have with other carriers who have no cap in place and similar speeds. My wife and I watch movies in high definition (because we live in the 21st century and have paid for televisions and screens which use HD) which runs about 3gbs an hour on Netflix. If one of us is watching a movie and the other playing a game it runs up quickly. When we come home we link our phones with our home wifi as well. If I download a game from the Xbox Marketplace or Steam a game may take up to 50gbs. Apparently Comcast wants a piece of the profit pie of other companies and deems it okay to charge me and others for a service we already pay for. The "data usage plan" is a cap due to peoples finances. It restricts homes from enjoying and exploring its content. We are a newly wed family of two, I am not sure how a family of four can use Comcast without tons of additional charges. I understand that it costs money to acquire access to the internet and for better speeds, but limiting its use? I find that unethical and unfair in the modern age.

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**Ticket: # 432470 - Comcast Data Caps**

**Date:** 7/28/2015 7:59:24 PM

**City/State/Zip:** Auburn, Georgia 30011

**Company Complaining About:** Comcast

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## **Description**

I just found out that after years of being a Comcast customer they have put a hard data cap on my account because I am in one of the "trial markets" that they are testing this out in. I found out because this month for the first time ever I used 90% of my data plan. After some research I discovered that this "trial" has been going on for an extended period of time and only applies to select markets. I think it is EXTREMELY unfair that customers of Comcast in others cities do NOT have a data cap enforced with extra charges while customers in the Atlanta metro area do. How is this POSSIBLY considered fair? Comcast needs to either end these data caps or at LEAST enforce them on all their customers.

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**Ticket: # 432668 - Xfinity Internet Data Cap**

**Date:** 7/28/2015 10:04:28 PM

**City/State/Zip:** Johns Creek, Georgia 30097

**Company Complaining About:** Comcast

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## **Description**

My issue is with Xfinity's implementation of a 300 GB data cap on Internet usage, without consumer agreement. Comcast claims the 300 GB Internet data cap is a trial, but there was never any agreement on my behalf as the customer to switch to this "new plan." Also, I believe this "trial" began in 2012; Two and a half years seems like an incredibly long amount of time for a trial. The figure of 300 GB is incredibly arbitrary and the lack of notice provided by Comcast of this policy change is absurd. Also, there seems to be no attempt on behalf of Comcast to implement their "trial" in competitive markets. It cannot be legal or ethical for a company to change their policy without notifying the customer first. The FCC is supposed to protect consumers from the greedy and illegal tactics employed by companies, and so I truly hope the FCC takes this action by Comcast as seriously as I do. As more and more companies merge, the few Internet providers that are left begin to have a monopoly on the market, which allows them to take advantage of customers, the market, and of the federal government. On top of that, I can never get a straight answer from anyone whenever I call Comcast to get more information. Please look into this issue. Thank you.

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**Ticket: # 432767 - Comcast Data Cap****Date:** 7/28/2015 11:32:34 PM**City/State/Zip:** Red Rock, Arizona 85145**Company Complaining About:** Comcast

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**Description**

Comcast needs to stop data caps they are unrealistic and not conducive to modern lifestyles. Comcast needs to know that data caps are only adding to the disgust many of their customers already have for them. Comcast needs spend more time and money on phone support for complaint calls about internet drops and infrastructure opposed to the data caps that they gauge customers with by charging extra money they are trying to squeeze out of consumers.

As internet speeds and technology advance so does the way we interact with the world via electronic internet devices, from iPhones, iPads, even the way we watch and listen to our education and entertainment. The internet is replacing content delivery, no longer due people care to watch tv, cable, or listen to the radio, but enjoy the freedoms of choosing how to watch content via online. With streaming becoming the dominant factor as a way of life to everyone, Comcast is now finding new ways to monopolize as it does with tv content, but now by putting caps on data, by charging overage fees without any justification. Comcast has been another to big to fail company that takes advantage of being the only service in states where there is no alternative or competitive company to exist. Thus allowing Comcast to do as it pleases without regulation. Comcast is clearly robbing the citizens of the United States of America with it's bullying tactics, forcing consumers to purchase data that is already being paid for connection services, taxes, and speed fees, not to mention hardware rental cost.

I ask that Comcast or any other company be restricted to put a cap on internet data usage as our lives become more and more integrated with devices, content distribution has increased via streaming movies, music and education, it makes it harder to afford what was once affordable, it has now become an issue of classism.

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**Ticket: # 433649 - Internet Data Cap and Misleading Information**

**Date:** 7/29/2015 12:41:36 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast sold me an Extreme 105 internet package and fail to tell us about data caps. Further more, after calling several time to their customer service, I kept getting different stories as well as getting nowhere with an out of country agent reading from a script. Comcast also promote the X1 TV service as well as VOIP phone service that take GB from the Data allowance. If they are giving you their service and you are paying for TV and phone at a minimum should not be deducted out of the consumer. When is the FCC, which is supposed to protect the consumer is going to address this situation?

If the FCC would not do anything then Comcast should be investigated by the U.S. Attorney General for misleading information and fraud.

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**Ticket: # 433757 - Comcast Contractual Agreements prevent a fair and open market**

**Date:** 7/29/2015 1:04:49 PM

**City/State/Zip:** Atlanta, Georgia 30363

**Company Complaining About:** Comcast

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## **Description**

Comcast has contractual agreements with my local building (17th street apartments, 391 17th street, Atlanta, GA 30363) and does not have any sort of options for those who actually want to use the internet. They have internet packages that have Data Caps and outrageous fees for additional data - all of which are preventing me from being able to use the internet for work, education, and more.

While I understand the concept of "use more, pay more", I've asked for a break down of Comcast's Fees (10 / 50 gigabytes) and for proof to show how the additional data costs Comcast additional. Comcast continuously hangs up on me and refuses to provide me any additional details.

I think it's quite sad they expect 250 gigabytes to be reasonable for someone who's part of the 5%. Yes, I use a lot of data. I also happen to be a software developer who has 40 gigabyte deployments. I'm the person who makes data and stuff for people to use online, I don't get why Comcast prevents me from getting my stuff done.

In essence, my intent is to have the following:

A reasonably priced internet connection that does not have additional fees just because Comcast feels like it. I'm happy to pay the 25 cents per terabyte for the "excessive data"; however, over the current structure, the fees are insane as they rack up in under a month. (Think of this: It's a 150 meg line, that means I can blow through the ENTIRE data allowance in under 18 hours... I'm not sure how that's even legal considering the FCC ruled data caps and fees are unacceptable)

My request is based on the fact that Comcast has forced (or sold) all the local apartments on to their service with agreements - so as a Consumer, I don't have a choice. Since Comcast's current options will not work for my needs, my request is to have the FCC step in.

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[Ticket: # 433912 - High speed internet with a data cap](#)

**Date:** 7/29/2015 1:46:57 PM

**City/State/Zip:** Hanahan, South Carolina 29410

**Company Complaining About:** Comcast

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## **Description**

Comcast has a 300gb data cap on 75mbps speeds. They are trying to stop me from streaming video and block businesses like Netflix, Hulu, HBO Go.

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**Ticket: # 434349 - Comcast Xfinity Data Caps**

**Date:** 7/29/2015 3:34:30 PM

**City/State/Zip:** Memphis, Tennessee 38135

**Company Complaining About:** Comcast

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## **Description**

I subscribe to cable internet from Comcast Xfinity and am in a "trial" market for data usage caps. We originally planned to "cut-the-cord" and cancelled cable television and use video steaming services from Netflix, Hulu and even network websites. My kids use it to stream shows to their connected devices, and I also use my service for small business uses several evenings a week. But we have been more and more limited by what we can use the internet for because of the data caps placed on us by Comcast. I am writing this complaint to ask that the FCC help to not allow Comcast and other internet service providers to place usage caps on their services. This is actually obstructing the use of the internet for things that have become a way of life for most in the US.

When I first moved from internet with AT&T Uverse to Comcast, it was because Comcast had a good promotional rate and higher speeds allowing me to save money. At the time, I was not aware of the data cap even though I am sure it was in some very fine print somewhere in my agreement.

After the second month, I received a notification that I was approaching my bandwidth limit. To my surprise, when I investigated further, sure enough, I was in one of the test markets for these caps beginning about 6 months prior to switching over my service to Comcast.

Since then, we have decided that in order to help lessen the amount of data we use, we would purchase an over-the-air DVR and now pay an additional service charge because of these caps. While cheaper than internet usage overage charges from Comcast, it is still more than I would be paying if I did not have my internet limited each month.

Furthermore, these "tests" have gone on for now over 18 months. This is a long time in the area of technology. More and more content is being made available for streaming, some even making some content exclusive. Computer companies continue to move toward the internet being the primary way for updates to computer and device software as well as phone applications to be delivered. Websites continue to advance as newer and newer technologies allow for video and other higher bandwidth resources to be used more and more.

Usage caps cause me to constantly have to think about how much data I am actually using before I rent a streaming movie or allow my children to watch their favorite TV show online. I am willing to pay for content but am limited by the amount of content I am able to watch or enjoy because of these data caps.

Again, I ask that the FCC please help to not allow Comcast and other ISPs to be able to place data usage caps on internet services.

Thank you for your consideration.

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**Ticket: # 434572 - Data Cap Transparency**

**Date:** 7/29/2015 4:30:36 PM

**City/State/Zip:** Nashville, Tennessee 37206

**Company Complaining About:** Comcast

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## **Description**

Comcast in Nashville has been running a "trial" with a data cap in Nashville for \*over 2 years now\* and it's been affecting my ability to use the service. I pay an outrageous amount of money for the internet-only tier and now I have to make a decision monthly on whether to stream a certain amount of content or pay for overages. This cap is unreasonable in 2015 at 300gb per month and frankly shouldn't be there to begin with. The "trial" is arbitrarily in my area, then expanded into other cities, and has no end date. As customer, I had no choice to participate and Comcast doesn't do this in the rest of their markets. They even blatantly admit this in the help section of their website. They completely lack any transparency in this program. I want to opt-out and have a data cap-free internet plan, but they tell be to sign up to a enterprise-grade account. There's no recourse Comcast on this issue.

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**Ticket: # 435113 - Data Caps**

**Date:** 7/29/2015 6:48:08 PM

**City/State/Zip:** Decatur, Georgia 30033

**Company Complaining About:** Comcast

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## **Description**

I am required by Comcast to have a data caps simply because of my zip code. My cousin lives 20 minutes away, but is not in the Atlanta proper area, so he does not have to have data caps. How is this not a violation of net neutrality? It is particularly harmful to younger people (such as myself), who might prefer to cut out the expensive cable in favor of cheaper options such as Netflix or Hulu because they use more internet based on this, and thus are more often faced with these overage charges. They also charge you much higher rates for that additional data, almost double per gig. I am a grad student, I require a lot of internet usage. I am also a young woman in my early 20s, I want to be able to relax by watching shows on Netflix. Data caps severely restrict this.

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**Ticket: # 435953 - Comcast/Xfinity - data cap**

**Date:** 7/30/2015 9:15:38 AM

**City/State/Zip:** Canton, Georgia 30115

**Company Complaining About:** Comcast

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## **Description**

I have had Comcast as my internet provider for a very long time - close to 8 years. All this time I did not know that I had a data cap of 300 GB per month.

Around the middle of June this year, I changed my modem in order to upgrade to the newer version for better performance as I was told by a tech support representative when I called in to report an outage. I also tried to see if I could get a better deal with my monthly rate. I was very disappointed with the outcome as I felt I was offered a better deal but my new bill ended up being higher. I called back to resolve the issue but got so frustrated with getting different answers from the customer service reps that I decided to revert to my old plan with the old monthly rate. After all this, I suddenly get an email and automated call from Comcast saying that I was approaching my monthly data limit. This is the first time in all the years that I have been with them I receive such notifications. I did not even know I had a limit and did not get any correspondence from Comcast that they were imposing such limits.

We have never had cable and only use streaming services like Netflix and Amazon for our entertainment and have never had a data cap issue till the month of June of this year. We are not even using Comcast's TV service – only their internet service. I was totally caught off guard with this since our internet activity has not really changed for the month of June. I am not sure if it is a coincidence or not. But there have been times when we have used streaming media quite a bit and never received the data cap warning.

Comcast has an online tool that shows how much data is being used. I wanted to wait for a month to see how much we were using while keeping an eye on our streaming usage. We have really cut back on our usage for the month of July and as of today (7/30/2015) we are at 260Gb of my allotted 300Gb. I find that hard to believe because I know we have used more data in the past.

My problem is that Comcast did not give me any indication that this limit existed when I signed up or thereafter. I am currently paying \$67 a month for what I thought was unlimited data. I would appreciate any help with this matter because I feel I am being penalized for using online streaming media.

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**Ticket: # 437218 - net neutrality**

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

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

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

**Company Complaining About:** Boost Mobile

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## **Description**

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

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**Ticket: # 437588 - Data Cap, hidden fees**

**Date:** 7/30/2015 3:43:56 PM

**City/State/Zip:** Petaluma, California 94954

**Company Complaining About:** AT&T

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## **Description**

I recently signed up for internet with ATT under the false promise of 39.95\$ per month for internet. Soon after I found that I was required to rent a modem from them for an additional 7\$ per month ( I already own a compatible modem) , then to top it all off I was informed that there is a data cap of 250 gigabytes per month on my bandwidth.

It just happens that I learn about all of these things after I sign a one year contract. If I had known about all of this beforehand I would have never signed up for internet with them. But now I am stuck with this supposed deal for a year, lest I want to pay a 180\$ early cancellation fee.

This is completely unacceptable behavior on their part.

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**Ticket: # 438165 - Data Cap**

**Date:** 7/30/2015 6:16:37 PM

**City/State/Zip:** Poland, Ohio 44514

**Company Complaining About:** Armstrong

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## **Description**

Prior to the recent data caps there were never any issues with down time throughout the network, and still have not had any issues with the companies services. I believe that this data cap is unnecessary due to their ability to provide uninterrupted and fast internet speed, especially with fiber.

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**Ticket: # 438247 - Unnecessary data caps.**

**Date:** 7/30/2015 6:46:28 PM

**City/State/Zip:** Youngstown, Ohio 44514

**Company Complaining About:** Armstrong

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## **Description**

Armstrong uses the slogan "One wire, infinite possibilities" to refer to their "advanced fiber broadband network". The available speeds are pretty awful in comparison to other companies that run fiber, but besides that point they provide a solid stable service.

Their used to be no data caps before and their service still ran smoothly without interruption. A couple years ago they started the data cap and claimed that the average household only uses something like 30 GB a month and that the cap will affect almost nobody. My household and all the households of my friends would constantly have to monitor their data to avoid accumulating extra charges. I can't use the internet anymore without thinking to myself how much bandwidth that action is going to use and if I can use it sparingly until the end of the month while also estimating the use of the rest of the family. I cancelled netflix a bit before the cap but can't resume it again since we already max our bandwidth every month.

Buying HD monitors is almost useless since you can't stream any kind of HD video without it destroying bandwidth.

Steam games all pretty much have to be downloaded through their service so you can only download very little a month.

HD YouTube video has to be down scaled.

Windows updates are installed at the end of the month with what is left or at a friends house.

TV through internet????? <https://www.youtube.com/watch?v=ohis9Sbyy9M> Why do they even advertise this with data caps in place?

Armstrong following in the footsteps of the monopolies since we can't really go to anybody else. While I admire their great customer service and amazing up times, I don't like the fact that data caps are being imposed for what doesn't seem to affect them at all except to help make extra money.

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**Ticket: # 438257 - Data cap**

**Date:** 7/30/2015 6:49:14 PM

**City/State/Zip:** Lubbock, Texas 79414

**Company Complaining About:** Sudden Link

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## **Description**

It is my belief that Sudden Link's data cap, which does not give you an itemized receipt of exactly how you went over and with what, is a way for them to limit entertainment media without technically violating the new net neutrality rules. In addition, the fees are seemingly random from month to month. Further, a data cap on your home is nonsense. Please review their practices in this matter.

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[Ticket: # 438289 - Comcast misled me with data cap. Didn't advertise it.](#)

**Date:** 7/30/2015 7:07:31 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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## **Description**

I signed up for comcast Internet and they did not mention a data cap anywhere on the sales screens. The rep I called after I was already locked into a contract also told me they do t have data caps. She lied to me. I have a cap of 300gb/month and it is limiting my ability to freely use the Internet.

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**Ticket: # 438359 - Comcast Data Caps****Date:** 7/30/2015 7:37:20 PM**City/State/Zip:** Nashville, Tennessee 37211**Company Complaining About:** Comcast

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**Description**

I recently received a notice in the mail that explains that my internet service has had a speed increase - with no charge to me. I did not initiate this request. Normally, this would be cause for celebration, not complaint. However, Comcast implements data caps on its service, so when I use more than 300GB in a month, they charge me \$10 per 50GB over that cap.

Many streaming video services (Netflix, Amazon Instant Video) can vary the quality of the picture depending on the speed of the service. Naturally, a better picture requires more data, so when my speed is increased, I consume more data, which makes it even easier to hit the data caps and start accumulating charges.

Firstly, the data caps in general are unfair. They've not changed for years, and as technology improves, these data caps will become increasingly burdensome. When I pay for cable, I expect to receive unfettered access. I don't pay more on my TV bill depending on how much TV I watch - but I must pay more on my Internet bill? This makes little sense.

When I talk to the Comcast customer service representatives to complain, they tell me that either I have a virus, someone is stealing my WiFi bandwidth, or that I'm torrenting files. None of these are true. I simply stream a lot of video - Netflix, Amazon, YouTube, etc.

Secondly, the increase in speed without my consent feels like an unfair billing practice. If there were no data caps, I wouldn't complain about this.

This all feels like a way for Comcast to punish streaming video companies who compete for content with their own traditional TV service. With more people ditching cable to use these streaming video services, and Sling TV allowing people to watch live broadcasts, it's apparent that this protectionist billing policy belongs in the past.

Thanks for your time.

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**Ticket: # 438411 - Comcast Data Caps**

**Date:** 7/30/2015 8:03:10 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern.

I am writing you to inform you that the comcast data caps in the nashville TN area are unreasonable and are stifling. I live in one of comcast beta test markets for there data cap it was set at 300 gigs so they would net the most from overages. This company does not do this nation wide just in my region. I have no option for residential service that is fair and equitable for my digital needs. I would implore you to regulate these unfair practices. I suggest for the prices i am paying i should have triple the data cap. I know in markets that have more than two majors that comcast does not impose these limiting practices.

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[Ticket: # 438415 - GCI of Alaska internet throttling](#)

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

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

**Company Complaining About:** Gci

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## **Description**

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

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[Ticket: # 438441 - High cost for bad service](#)

**Date:** 7/30/2015 8:20:03 PM

**City/State/Zip:** Columbus, Ohio 43212

**Company Complaining About:** AT&T

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## **Description**

I pay \$54 a month for a 6mbps connection, which has a data cap of 150 gigabytes. That's like two pc games and a weekend of netflix.

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**Ticket: # 438452 - Comcast data cap**

**Date:** 7/30/2015 8:24:01 PM

**City/State/Zip:** Tell City, Indiana 47586

**Company Complaining About:** Comcast

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## **Description**

I received an e-mail last month that I was approaching my data cap limit for high speed internet. Comcast never informed me that I was in a test market for the data cap until I came close to reaching 300 GB. I can only assume that I must constitute the 'Central Kentucky' market, even though I live in Southern Indiana. This adds insult to injury as this is one of the worst service areas in all of Comcast's nation wide network, as more than one Comcast service tech informed me. The first 9 months of service, I was not given the speeds I paid for and was told by a technician that the network in my area was incapable of providing that speed at the time. I also had frequent outages as often as several times per week. I was never given any reimbursement, compensation or refunds. I did, however, have to fight charges for service calls and hardware, which only resulted in lost time at work and did not resolve any problems.

I feel that this data cap makes an arbitrary discrimination against me based upon geographical location and internet usage (streaming media and gaming). I don't see how calling an area a 'test market' can allow for Comcast to charge some customers more money for the same service as other customers. Furthermore, unlike mobile data traffic, websites and streaming media do not accommodate for data limits. This means that when I exceed the data cap, I then not only have video ads forced upon me by visiting websites but I am also paying money for it. If there is anything you can do to stop this blatant abuse of a broadband internet monopoly in this area I would be infinitely grateful. Thank you for your time.

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**Ticket: # 438556 - comcast and its data caps**

**Date:** 7/30/2015 9:02:17 PM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Comcast

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## **Description**

ok so recently i have been using comcast xfinity 50 gb/s internet for home use and as of about a week or two ago they provided unlimited data for a base cost now they charge for going over 300gb. i have discovered that when i near my data cap when i get to around the 250-280 mark, the browser injects a code browser code is so poorly written that it will send an AJAX request to a relative URL that will fail. There is no effort made to stop this request, so it is sent every 5 seconds from any open tabs on your browser (or any/all open tabs on any browsers in the house) just so that it pushes me over my limit. even though i havent been actively using my pc browser or doing any streaming somehow ive blown away my data cap.

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**Ticket: # 438570 - Laughably penal (and unnecessary) data caps**

**Date:** 7/30/2015 9:08:30 PM

**City/State/Zip:** South Charleston, West Virginia 25303

**Company Complaining About:** Sudden Link

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## **Description**

My recent review of the local ISP which is of course the only option available.

After having a medium tier internet package of 30 down and 2 up for quite some time, my area was "upgraded" in roughly February of 2015. These alleged upgrades manifested themselves in the way of a walled garden notice regarding data overages and new 50 down and 5 up speeds with which to hit them all the more quickly.

To give a short description of the newly implemented data caps as of February- all preceding months had been uncapped though in reading on this site I was aware that was not the case in all of Suddenlink's markets, so change was only a matter of time. That change was seen after attempting to browse one morning and receiving a notice that our family of 4 had consumed 700gb of the allotted 250gb allowance, and that three such messages would result in \$10 penalties in 50gb increments.

Why the notion that doing this mid-billing cycle without notice would be a good one isn't for me to speculate on in this review. There are many tangents and rants that could be fleshed out as well... but all that really needs stated is the math. If you're in an area where Suddenlink allots 350gb/month on the 100mbit plan as some markets have or have had available- you're able to use 1.065 megabits/second for the duration of the month before you are fined. That's just slightly more than 1% of the advertised speed you're provisioned for. If this is acceptable for your usage patterns then this service was designed with you in mind.

If, however you are a more prolific user of internet protocol services as Suddenlink's advertisements suggest that you will soon desire to be- with their frequent touting of "more" streaming, "more" video chatting, "more" gaming, then you can expect to be hampered severely with worries of exceeding their limits. Think of all the money you'll save not purchasing that 4k television now that you've had to cancel Netflix outright or go into the settings and change it to the lowest resolution available! Were you aware that streaming 4k shows could easily see you exhaust your cap in only a few episodes? You probably weren't aware of that before- but all of Suddenlink's customers now are and that's a shame.

Since this writing, they have recently added a new tier in several markets- "1 Gbps down, 50 Mbps up, costs \$110 a month (plus a \$35 technician/install fee) and comes with a 550 GB monthly cap."

The important thing to note with this service is the following: 550 GBytes = 4400 Gbits of allowed traffic per month.

So it will take 4400 seconds to eat that assuming that you saturate your channel to full capacity at 1 Gbit/s.

Which is  $4400 / 3600 = 1.22$  hours (approx).

The monthly cap will be exceeded in just 1.22 hours of usage.

This (lack of) service should not be acceptable in a developed nation. At the very least it should be required to advertise this very clearly and prominently on all television advertisements as well as mail offers. That this is a part time service cannot be hidden in the fine print, and should not be permissible in a nation so clearly needing such a valuable learning resource such as this.

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[Ticket: # 438591 - Open Internet/Net Neutrality & data caps](#)

**Date:** 7/30/2015 9:16:22 PM

**City/State/Zip:** Sylvester, Georgia 31791

**Company Complaining About:** Verizon Wireless

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## **Description**

I'm a person who lives in a somewhat rural area of america. My only choices in internet is fixed LTE wireless or satellite internet. Both of which have small and overpriced data caps. I pay over \$80 a month for very limited internet. It is really a disgrace in this age, that people in america can have so many limited choices, especially when companies have raking in record breaking profits every year. In my view, internet should be treated much like a public utility, much like power and landline telephone service. People should have an affordable and reliable way to access the knowledge and information the internet provides, without limits

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[Ticket: # 438614 - Data caps](#)

**Date:** 7/30/2015 9:23:49 PM

**City/State/Zip:** Collierville, Tennessee 38017

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented unreasonable data caps for this day and age. 300 gb can be easily surpassed by just using netflix every once in a while. Charging to go over 300 gb is just ridiculous. They are providing decently fast internet(sometimes throughout the day atleast) but charge you if you actually use it.

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[Ticket: # 438667 - Comcast data cap](#)

**Date:** 7/30/2015 9:52:04 PM

**City/State/Zip:** Tucson, Arizona 85718

**Company Complaining About:** Comcast

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## **Description**

I live in Tucson AZ, where Comcast has put in place a 350GB data cap. While that seems like a lot of data, it really is not. Watching a movie on Netflix will use around 3-4 GB. Streaming Twitch or Youtube live stream all day at 1080p 60 fps will use around 20 GB. Windows updates are sometimes massive. Digital game downloads are usually 5+GB. Game updates are usually a gig or two. I really hope the FCC looks into this anticompetitive cap. I would switch providers, but Comcast is my only option. So now because I use my internet I will be charged if I go over one more time (Comcast was so gracious to provide 3 free overages). Instead of putting data caps, why doesn't Comcast update their infrastructure if they can't handle all this data? Maybe if they stopped spending so much on lobbying and instead updated their network, we wouldn't have this issue.

So please, please, please make this a violation of net neutrality. If I use Comcast services, it doesn't count towards the cap. That is not fair at all.

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[Ticket: # 438744 - Comcast data cap](#)

**Date:** 7/30/2015 10:22:34 PM

**City/State/Zip:** Malden, Massachusetts 02148

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a 300gb data cap in my area. I am a software engineer and normally use close to or more than that amount of data per month. Furthermore Comcast does not provide a method for me to check my monthly usage, and instead silently charges me more money if I exceed the cap.

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**Ticket: # 438769 - Internet Data Caps**

**Date:** 7/30/2015 10:34:28 PM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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### **Description**

if I am paying for internet from a provider, and have to bundle things into it without my consent, then I shouldn't be charged through the nose for using their service to get away from their other services, I.e.; cable or phone. Data caps hurt everyone and shouldn't be allowed outside of cell phone companies

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[Ticket: # 438832 - data caps on only available ISP in area](#)

**Date:** 7/30/2015 11:05:05 PM

**City/State/Zip:** Tuscaloosa, Alabama 35404

**Company Complaining About:** Comcast

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## **Description**

Data caps in and of themselves are arbitrary and outdated. They are just another form of extortion and it becomes an even bigger problem when the limit is unreasonable in this day and age. This data cap is implemented by Comcast, which is the only isp in my area and apartment building. They have strong armed me into either facing inflated overage fees or leaving the realm of consumer internet to go into contract with them for their business plans. Why do I need a business class internet plan just to have some freedom of internet? they have a monopoly of my area which just so happens to be predominantly college students who absolutely need internet and most of the time, like me, work on very limited budgets. I urge the FCC to take action or at the very least launch an investigation into this monopoly of sorts. I appreciate the time you took to read this and I hope you have a great day.

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**Ticket: # 438902 - Data Cap**

**Date:** 7/30/2015 11:47:52 PM

**City/State/Zip:** Butler, Pennsylvania 16001

**Company Complaining About:** Armstrong

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## **Description**

From all the research I have done, a company is not supposed to be able to monopolize an area. However, no other internet companies will provide service in our area because they say it's "armstrong" territory. The only other service provider is Century Link and the speeds are so low they are not sufficient of rme to work from home. I have 4 people in my household that uses normal internet. I work from home and I have 2 kids that watch video's and play games. We are not even able to utilize services such as Netflix because normal everyday usage about puts us over our data cap. I feel the practices that Armstrong use should be illegal. We went from unlimited to capped at 200MB monthly without notice. It wasn't until I called to complain about it that a letter magically appear in our mailbox. Since the switchover about a year ago, we have had to pay overage charges at least 5 or 6 times. Please put a stop to data caps, it's an unfair practice.

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[Ticket: # 438952 - slow speeds](#)

**Date:** 7/31/2015 12:37:14 AM

**City/State/Zip:** Klamath Falls, Oregon 97603

**Company Complaining About:** Fireserve Llc

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## **Description**

im so sick of slow internet speeds and data caps

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[Ticket: # 438980 - Extortion](#)

**Date:** 7/31/2015 12:58:17 AM

**City/State/Zip:** Brookings, South Dakota 57006

**Company Complaining About:** Mediacom

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## **Description**

Home broadband data caps are extortion. It's just another way for ISPs to cut down on streaming entertainment without implicitly violating net neutrality. Mixed with the fact that mediacom has a monopoly in my area, makes this extremely wrong.

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**Ticket: # 439004 - internet speed, data caps**

**Date:** 7/31/2015 1:24:32 AM

**City/State/Zip:** Mineral Wells, Texas 76067

**Company Complaining About:** Sudden Link

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## **Description**

suddenlink was supposed to upgrade my account to 50mbps download speed from 15, and at the same time instituted a 250Gb data limit per month. just ran a speed test and was only getting 16.56 Mbps, not the 50 that it should be. i am still showing 15 on my statement. conveniently allows you to "upgrade" your account for greater Gbs per month on your data cap. business accounts dont even have a limit. given the regular use of xbox live, netflix and youtube by myself, my wife and my son, this represents a possible financial hardship to the point where we would no longer be able to afford the service. my wife also has to use our internet connection for work issues. also, they are advertising 50Mbps download speed for only certain areas with certain equipment for the same amount i pay now. i do not believe it is fair to charge others nearly the same amount for 50Mbps as i am paying now for 15 Mbps

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**Ticket: # 439037 - Data Cap**

**Date:** 7/31/2015 2:33:46 AM

**City/State/Zip:** Russellville, Arkansas 72802

**Company Complaining About:** Sudden Link

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## **Description**

I use Netflix and other streaming services to consume entertainment. It's hard not to go over the small data cap suddenlink has in place.

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**Ticket: # 439091 - Data caps and what used to be unlimited internet**

**Date:** 7/31/2015 5:30:30 AM

**City/State/Zip:** Port Angeles, Washington 98363

**Company Complaining About:** Wave Broadband

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## **Description**

I live with roommates and we would share the internet. One day without warning or any notices they imposed a data cap. I got hit with an unexpected bill and was forced to pay double my old rate. 300gb doesn't work well when everyone has a netflix account and plays video games. I honestly would like to get fiber but wave wants 10 grand and Capacity Provisioning Incorporated only gives fiber to local businesses and government bodies. They should also be offering it to the public

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**Ticket: # 439118 - Data Cap**

**Date:** 7/31/2015 7:19:08 AM

**City/State/Zip:** Marietta, Georgia 30067

**Company Complaining About:** Comcast

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### **Description**

I have a data cap of 300 GB each month with no ability for more without being fined a fee. This means that I can't use the internet in the fashion I want. I have to limit how much my family gets to use the internet each day in order to not get fined. That is an issue.

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[Ticket: # 439170 - Comcast data caps](#)

**Date:** 7/31/2015 8:40:23 AM

**City/State/Zip:** North Augusta, South Carolina 29841

**Company Complaining About:** Comcast

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## **Description**

I signed up for Comcast/Xfinity "high speed internet" in North Augusta, South Carolina, in 2013. Recently though I had not requested any changes in my contract, Comcast imposed a 300Gb/month data cap. I have checked at least twice per year with AT&T but they do not offer anything above slow DSL internet service. Comcast has added this data cap because they run a monopoly in my area. Unacceptable.

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**Ticket: # 439181 - Comcast - Data caps and incorrect data usage tracking**

**Date:** 7/31/2015 8:52:53 AM

**City/State/Zip:** North Augusta, South Carolina 29841

**Company Complaining About:** Comcast

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## **Description**

In May of 2015, comcast began telling me on the 5th day of the month that I had used my entire data allotment of 300GB. By the 15th of the month I was at over 900GB used. Despite many calls to several levels of the organization, no one was ever able to assist me with the problem. Then on the 25th of the month my data usage (according to their website) was suddenly cut in half. That month I replaced the rented modem I purchased from them as well as the router I was using, with all new equipment. I also installed software to track ALL data being used by every device in my house. This month, I am again being told that I have used over 450GB of data, despite my own systems telling me that I have only used 274GB of data. Again, my calls to comcast have been useless as no one there can tell me anything about what is going on or is able to assist with getting the issue looked at and corrected. Data caps are just a way to steal from their users, but if they are going to use data caps then they need to at least be able to offer their customers support when that system is wrong.

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**Ticket: # 439235 - Data Cap**

**Date:** 7/31/2015 9:23:18 AM

**City/State/Zip:** Davis Junction, Illinois 61020

**Company Complaining About:** Mediacom

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## **Description**

I have had Mediacom internet for about 3 years now and when I originally got the service the data cap was 1TB, now the data cap for the same plan I had two years ago is 250GB per month and my ISP upgraded me to a costly plan without informing me whatsoever. I didnt even know it happened until I checked the bill. But since the data cap is so low even on the 50mbps plan I had no choice but to pay it as to not go over.

Please for all that is holy, do something about data caps so I dont have to constantly worry about going over. This is my home internet, not a cell phone, there should be no data cap with steaming becoming the norm.

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**Ticket: # 439290 - Data Cap**

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

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

**Company Complaining About:** Verizon Wireless

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## **Description**

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

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

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

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

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

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**Ticket: # 439299 - Net neutrality**

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

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

**Company Complaining About:** Mediacom

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## **Description**

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

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**Ticket: # 439322 - Data Cap - 250GB for entire house of college students**

**Date:** 7/31/2015 9:59:57 AM

**City/State/Zip:** Mansfield, Pennsylvania 16933

**Company Complaining About:** Blue Ridge Communications / Penteledata

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## **Description**

I am currently a sophomore in college and am living off campus with other college students. There are 8 students living in the house currently and we all share the same internet connection. However, Blue Ridge enforces a 250GB data cap on the connection. After going over this data cap, they charge \$1 per GB thereafter. As we are all college students, we do not have a large sum of money to spare. Furthermore, we do not have a cable subscription so the internet and access to bandwidth heavy streaming services such as Netflix is our only access to movie/TV show entertainment. There are also a few gamers in the house who enjoy online gaming, which is typically bandwidth heavy. Thankfully, they only meter the connection during 'peak' times (5PM - 1AM everyday). However, the majority of us do not have access to the connection during the non 'peak' times as we are not at home during those hours, we are either at work or in class. Split between 8 people, that gives us 31.25GB each. Which would be approximately 10 hours of Netflix in HD, for an entire month. We just feel that this low of a data cap is unfair and is not justifiable in today's world where the majority of internet traffic is used for internet streaming services. It just feels like another cash grab to us.

More information:

Blue Ridge only has 2 data cap options, depending on which package you choose. Their basic package has a limit of 150GB, while all their remaining packages (G5, G10, G15, Dream 60, Dream 100) have 250GB. We are currently on "Dream 60" which is 60Mb down and 3Mb up. However, on my signed copy of the contract, my package is not even listed. "Dream 60" does not show up on my contract under the bandwidth limit section. I believe I have an outdated version of the contract. I have attached the current online version of the contract.

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

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

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

**Company Complaining About:** Mediacom

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## **Description**

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

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**Ticket: # 439331 - Violation of Net Neutrality**

**Date:** 7/31/2015 10:03:27 AM

**City/State/Zip:** Walnutport, Pennsylvania 18088

**Company Complaining About:** Blue Ridge Communications

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## **Description**

Blue Ridge Communications is our provider and falsely advertises its internet that is 10 MBPS as broadband. It frequently slows to unusable speeds and is priced at nearly \$60 since they are a neighborhood monopoly. We have their 10 MBPS and they refuse to cooperate in increasing speeds to where they should be at that price-point, and refuse to address the slow speeds. Finally, they have very low data caps on our "broadband" internet and this makes video streaming unusable. This is frustrating and we will never do business with them again.

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

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

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

**Company Complaining About:** Exede

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## **Description**

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

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

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[Ticket: # 439389 - Internet data caps](#)

**Date:** 7/31/2015 10:19:50 AM

**City/State/Zip:** Marion, Iowa 52302

**Company Complaining About:** Mediacom

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## **Description**

Mediacom has set data caps on our home internet connection. I didn't think that was even possible until I moved out here and was forced to go with this company and their awful rates and caps.

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[Ticket: # 439434 - High prices and data caps.](#)

**Date:** 7/31/2015 10:35:12 AM

**City/State/Zip:** Paragould, Arkansas 72450

**Company Complaining About:** Paragould Light And Water Cable

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## **Description**

I pay this much a month and still have slow internet then to make it worse a greedy data cap slows me even more so ill buy a better version. I wouldn't doubt it if boycotting would soon happen.

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[Ticket: # 439497 - Ban the monthly 300GB data cap](#)

**Date:** 7/31/2015 10:49:38 AM

**City/State/Zip:** Atlanta, Georgia 30316

**Company Complaining About:** Comcast

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## **Description**

Please look into lifting the monthly 300GB data cap. This practice is completely unfair and is clearly a money maker for Comcast, particularly when it comes to cord cutting and streaming television services like Netflix, HBO Now, Hulu, etc. It's way too easy to reach 300GB mid-way through the month in my household. It's almost like Comcast is forcing the TV package so as not to punish subscribers for streaming video.

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**Ticket: # 439530 - Data caps - Armstrong Cable (Medina, OH)**

**Date:** 7/31/2015 10:56:18 AM

**City/State/Zip:** Medina, Ohio 44256

**Company Complaining About:** Armstrong Cable (medina, Oh)

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## **Description**

I am a paying television and internet subscriber to Armstrong Cable in Medina Ohio. The recently implemented data caps of 250GB for subscribers with television, 200GB for those with internet only. With a family of three moderate users of Youtube and Netflix we are constantly having to monitor our usage to keep from going over and being charged extra. I understand protecting against excessive over-use, this is ridiculous. It's not like we are cordcutters trying to watch all content online.

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**Ticket: # 439553 - Data Caps****Date:** 7/31/2015 11:02:27 AM**City/State/Zip:** Cumming, Georgia 30040**Company Complaining About:** Comcast

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**Description**

The constant stress of data caps has got to go. Atlanta is considered one of Comcasts "Trial cities" regarding data caps. Exceeding these caps put in place expose consumers to additional charges on a resource that is not limited. This is just another "money grab" by large corporations, exploiting their customer base. It also hinders "cord cutters" by not permitting us to be able to cut ties with TV providers, forcing them into a corner with additional fees for media usage.

One may simply suggest "switch providers". My only other choice for an ISP is AT&T DSL, which also has a data cap at a LOT lower speed. Being that I work from home a lot, I need the speed that only Comcast can provide.

Comcast used to have a website in which we could view our internet usage, which they seem to also have taken away. Adding to the stress of the data cap, we can't even check where we stand to monitor usage. This is incredibly deceitful, as we have no way of knowing how our data is being used and if Comcast is simply "bumping up" our used data each month. Please see the attached image of what has shown up in our Comcast account for the past month or more.

The cap currently put in place by Comcast (and other ISP's) severely restricts usage of the internet on a monthly basis. With options like Hulu, Netflix, Steam, Playstation Network, Microsoft Xbox network, work etc, given the prices we pay consumers should not have to worry about a monthly expense of a non-limited resource, or worry about incurring additional fees just to line the pockets of big corporations.

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[Ticket: # 439558 - Data Caps with Cox communication](#)

**Date:** 7/31/2015 11:05:10 AM

**City/State/Zip:** Yukon, Oklahoma 73099

**Company Complaining About:** Cox

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### **Description**

Data caps for the current \$99.95 a month I pay should be eliminated. With bandwidth being in the fractions of a penny per Gigabyte and getting less expensive each year, Caps should be eliminated.

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**Ticket: # 439601 - Vyve Broadband complaint - data cap is a violation**

**Date:** 7/31/2015 11:22:10 AM

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

**Company Complaining About:** Vyve

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## **Description**

I only have one choice (other than satellite) for home internet - Vyve Broadband (Cable). I do not even have DSL as an option. Even though it does not directly violate the open internet rules approved earlier this year, the rules should be expanded to include data caps as a violation. It makes absolutely no sense that I could choose to watch cable TV 24/7/365 and never pay an extra cent, but if I pull down more than 300 GB worth of IP packets, somehow that's different and I have to start paying overages. I am a cord cutter; I rely on Netflix and Amazon Prime for my entertainment. Data caps are specifically targetting those services to make them more expensive to use than cable TV packages. Plain and simple, it's a poorly veiled mechanism for discriminating against other video providers other than their cable TV package.

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**Ticket: # 439687 - Verizon HomeFusion (LTE Internet Installed) Data Caps****Date:** 7/31/2015 11:45:16 AM**City/State/Zip:** Burt, New York 14028**Company Complaining About:** Verizon Wireless

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**Description**

Hi,

I live in a part of the country where my only options for the Internet are: dial-up, satellite, and cellular. I have picked Verizon HomeFusion (LTE Internet Installed) because dial-up cannot handle today's Internet, and satellite has other problems (eg: high ping times). I am very happy with the speed and up-time of Verizon and HomeFusion (LTE Internet Installed), but the data caps are horrible. I pay \$120 per month for 30 GB , that severely hinders my ability to use the Internet as it is today: streaming video (Netflix or Amazon Prime), downloading games from online retailers, and other services that make up the Internet as it exists today.

How can Verizon justify the low data caps? They say that it's because of crowding of the cellular spectrum, and they don't have the bandwidth to support so much data, but if that's the case, how were they able to double their data caps on all their phone packages in the Fall of 2014 to answer what AT&T and other did? That smacks of artificial scarcity.

Please look into the data cap problem with Verizon HomeFusion (LTE Internet Installed).

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**Ticket: # 440115 - Data caps**

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

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

**Company Complaining About:** Gci

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## **Description**

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

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**Ticket: # 440301 - Comcast 300gb data cap**

**Date:** 7/31/2015 2:40:43 PM

**City/State/Zip:** Powder Springs, Georgia 30127

**Company Complaining About:** Comcast

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## **Description**

I have been using comcast for my internet service and was charged \$50 extra for going over the data cap last month. I haven't been doing anything different so I don't know why there was a spike in my data usage. I see that this month I'm at 500+ gb again this month so I don't understand what's going on. I think the data cap is not fair to begin with because if I decide to cut the cord I'll have to pay thousands of dollars for internet use. How can companies like Netflix be competitive in this environment?

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**Ticket: # 440358 - Comcast data caps**

**Date:** 7/31/2015 2:54:01 PM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented usage based billing in the Atlanta area in the face of no broadband competition. The only local competitor is ATT and their footprint is significantly smaller and slower.

What is important to note is not the implementation of usage based billing but how they implement it.

Comcast has come with an initial data cap of 300GB/mo. It offers a \$5 discount from your monthly bill to lower your data cap to 5GB/mo. However for each 50GB over 300GB, they charge \$10.

There is the egregious difference between increasing and decreasing your data cap.

No unlimited home plan is available.

Assuming \$50/month (approximately my internet bill) and knocking \$5 off for 295GB. Makes the pricing as follows.

Fixed cost: \$44.92 Price per GB: \$0.017

That means by their own implicit valuation of their product, their markup on 50GB for \$10 is 1176% and on the 6th GB of the 5 GB plan is 5582%!!!!!!

I would happily pay \$45/month + 2¢ /GB but that's not what's on offer here.

This level of mark up would be illegal for any other utility. Please step up and enforce abundantly available internet for all citizens.

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**Ticket: # 440572 - Data Caps on Home Internet**

**Date:** 7/31/2015 4:00:16 PM

**City/State/Zip:** Seattle, Washington 98104

**Company Complaining About:** Wave Broadband

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## **Description**

Wave Broadband, one of two choices in my apartment building, imposes a 300GB data cap on my plan tier. There is no uncapped option with Wave in my building. CenturyLink offers internet service as well, but they top out at 7Mb speeds, as opposed to the 55Mb I get through Wave.

The most frustrating part is that their fiber service, Wave G, has no data caps, but is not offered in my building.

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**Ticket: # 441043 - Comcast RIDICULOUS data caps**

**Date:** 7/31/2015 7:01:31 PM

**City/State/Zip:** Charleston, South Carolina 29412

**Company Complaining About:** Comcast

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## **Description**

My family and I have been long time customers of Comcast and never had any issues. After a while we ended up switching to Knology, but when our wifi network was unreasonably slow we decided to switch back. We were told we had to rent or buy a new router to be able to se Comcast, and were never told anything about how Charleston South Carolina was in the trial market locations. Now all of a sudden, we are being overcharged RIDICULOUSLY for normal internet usage! This is absolute ludicrous to be charged not for data being used for comcasts streaming, but for streaming videos. We are being unfairly punished and charged for not ONLY watching comcasts tv. We are already being charged to use their service, how can they possibly charge us more and cut off our internet service (when we have our own wifi network)? I am absolutely livid that my families internet freedom is being jeopardized by a greedy corporation trying to compete with streaming video sites by lying and overcharging their customers. PLEASE BAN DATA CAPS ASAP.

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**Ticket: # 441075 - Comcast Xfinity data cap**

**Date:** 7/31/2015 7:22:14 PM

**City/State/Zip:** Paducah, Kentucky 42003

**Company Complaining About:** Comcast

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## **Description**

I was informed this month that as a Comcast Xfinity customer I am about to exceed my data cap of 300 GB. I didn't even know my plan had a data cap until this month. I didn't agree to any new contract terms with them. We have a household of 5, 3 of whom have smart phones and 2 that use tablets - all with Wifi. Both of our TV's are smart TV's and we regularly rent movies from Vudu and watch Netflix to supplement our cable package. We currently pay \$260/month for 25Mbps Wifi and an expanded cable package. My complaint is that now I know that we have to monitor our data usage, and since Comcast Xfinity has placed a cap on our data - we will no longer be using Vudu or Netflix. I can't reason that Comcast Xfinity is legally able to affect Netflix or Vudu's profits with their data caps, but that is exactly what's going to happen. Furthermore Comcast Xfinity changing the terms of my contract without my consent or even notification doesn't seem to be legal either. This is a big change to my contract. I will have to pay an extra \$10/50 GB for overages. While this bogus stipulation has been unlawfully pushed on customers - the data required for HD TV, streaming movie services, internet usage is increasing in capacity daily. This will squeeze customers data consumption even more as time progresses. Additionally, data usage on cell phones is not an alternative since most carriers have also unlawfully changed their customers contracts with a data cap. This is 100% horse shit and there's not a damn thing consumers can do since the Comcast Xfinity monopoly lobbies officials with millions of dollars every year. Once again - the powers that be are allowing banks and corporation to squeeze consumers and especially the middle class. Does anyone recall the recession in 2008-2009? Same principles at play here. Unregulated, unmitigated robbery and breach of contract by corporations. Lastly, I noticed in my data usage for past 4 months that April and May usage is under my 300 GB cap. Then in June 580 GB were used and July is 334 GB. Why the sudden jump in usage, especially now that the cap has been implemented in my area since April 2015.

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**Ticket: # 441386 - Comcast data caps**

**Date:** 8/1/2015 1:38:18 AM

**City/State/Zip:** Hernando, Mississippi 38632

**Company Complaining About:** Comcast

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## **Description**

Please make it illegal for ISPs like Comcast to impose data caps. They have nothing to do with congestions, and everything to do with higher profit margins. We have no other competition to keep a company like Comcast in check. Data caps do a huge disservice to people wanting to cut the cable cord, and go to streaming services which often offer better content. Please stop letting Comcast have a monopoly on this and this shady practice.

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[Ticket: # 441398 - Comcast 300gb Data cap](#)

**Date:** 8/1/2015 2:45:17 AM

**City/State/Zip:** Dallas, Georgia 30132

**Company Complaining About:** Comcast

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### **Description**

300GB Data cap, and then charged an additional 10 dollars for every 50GB over the 300 limit.

This is ridiculous. I have to worry about how much netflix or youtube I watch.

I canceled my netflix subscription to help cut back on data useage.

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**Ticket: # 441838 - Comcast Data Cap**

**Date:** 8/1/2015 1:47:48 PM

**City/State/Zip:** Dunwoody, Georgia 30360

**Company Complaining About:** Comcast

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## **Description**

Comcast's use of a data cap, charging for data over a certain threshold, is anti-open Internet. I have no high speed broadband competition at my home , with Comcast being the only provider providing me with non-DSL speeds. With no viable alternatives I cannot 'vote with my wallet' and switch service providers. The FCC needs to end usage caps on internet services delivered over fixed access lines.

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[Ticket: # 441934 - Data caps](#)

**Date:** 8/1/2015 2:57:11 PM

**City/State/Zip:** Murfreesboro, Tennessee 37130

**Company Complaining About:** Comcast

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## **Description**

Data caps are a way around net neutrality agreements.

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[Ticket: # 441941 - Data caps](#)

**Date:** 8/1/2015 2:59:12 PM

**City/State/Zip:** Murfreesboro, Tennessee 37130

**Company Complaining About:** AT&T

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## **Description**

Data caps are a way around net neutrality agreements.

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**Ticket: # 441955 - Data Caps**

**Date:** 8/1/2015 3:12:40 PM

**City/State/Zip:** North Augusta, South Carolina 29841

**Company Complaining About:** Comcast

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## **Description**

I am part of one of the test markets that comcast is using to impose data Caps on its customers. Since this has started, I have been overcharged for services and have had to continously unplug or turn off my router to avoid additional charged. I also believe that how they calculate the data usage us very suspect on my account. Why shoud I have this data cap with being in a test market while others do not? This is Comcast way of keeping people trapped and unable to branch out with their television service, such as relying completely on Netflix or Hulu

Their bundles also make it where just the Internet service alone is the same price as the bundle, another trap to keeping customers bills high. Data Caps need to be stopped and high speed Internet prices lowered to not force customers into bundles that they do not want.

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**Ticket: # 442032 - Data caps**

**Date:** 8/1/2015 4:07:32 PM

**City/State/Zip:** Auburn, Georgia 30011

**Company Complaining About:** Comcast

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## **Description**

I am a comcast customer in atlanta that has the 300gb a month data cap. It is nickel and dimeing me to death with overage charges. I have been a customer for 4 months and have exceeded that data cap 3 times. (the first month was only a partial month) We are a gaming family and if a new game comes out we purchase it digitally. well since we use that method we have to download the game to 3 different pc's which causes the overages. I cannot use my internet for netflix for fear of my gaming purchases would push me farther into overage fees.

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**Ticket: # 442060 - Internet Data Caps**

**Date:** 8/1/2015 4:25:20 PM

**City/State/Zip:** Alpharetta, Georgia 30005-7453

**Company Complaining About:** Comcast

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### **Description**

I live in an area where Comcast Xfinity is the local broadband provider. They have imposed data caps in the Alpharetta / Atlanta area for a couple of years now. With their monopoly on providing broadband speeds in the Alpharetta area, it is unfair that they impose caps when it is impossible to get the expected service from other providers.

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[Ticket: # 442250 - Please make data caps illegal](#)

**Date:** 8/1/2015 8:18:42 PM

**City/State/Zip:** Flagstaff, Arizona 86001

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink has data caps on all their tiers of home internet service. Since they are a media provider I see this as a clear conflict of interest. If providers were forced to report what they pay per gigabyte I believe we would see that the markup for going over the cap is ridiculous. Why do companies in the United States get away with data caps when most of the world does not have to put up with them? It's greed. Evil, evil greed. Please make it stop. Thank you.

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**Ticket: # 442327 - Bluesky Communications**

**Date:** 8/1/2015 9:49:36 PM

**City/State/Zip:** Pago Pago, American Samoa 96799

**Company Complaining About:** Blue Sky Communciation

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## **Description**

Hello,

I would like to know if Bluesky Communications is subject to FCC rules and regulations as a telecommunications provider in American Samoa (a US territory)? Reason being high speed internet is very limited and only provided by two service providers (the other a semi autonomous agency) and the amount customers are paying is ridiculous with respect to the speeds (upload and download) that we are receiving in exchange. My family is paying \$150 monthly for cable and internet and the maximum speeds for internet is 1MB per second according to reps at a data cap of 40 GB however it never seems to ever download at those speeds. Please help me.

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[Ticket: # 442349 - Suddenlink data cap](#)

**Date:** 8/1/2015 10:22:31 PM

**City/State/Zip:** Oak Point, Texas 75068

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink sets ridiculously low data caps, then in order to increase the cap you are required to purchase a higher speed than what is needed only to increase the cap by a mere 50 gb per package increase. This should be illegal as should all data caps when my only other option is a slow att connection that uses the same ridiculous data caps.

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[Ticket: # 442452 - Data caps](#)

**Date:** 8/2/2015 3:45:56 AM

**City/State/Zip:** Hemingway, South Carolina 29554

**Company Complaining About:** Hughes Net

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## **Description**

Please make data caps illegal, we pay 60\$ a month for a 5gb allotment, which is barely enough to watch a weeks worth of Netflix.

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**Ticket: # 442840 - Xfinity Data Cap**

**Date:** 8/2/2015 5:16:50 PM

**City/State/Zip:** Memphis, Tennessee 38125

**Company Complaining About:** Comcast

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### **Description**

My city was one of the first to be put under the Data Cap and it has not been a good experience ever since. With only three people in the house, this cap is reached very quickly with moderate usage. In addition to that, my connection drops constantly and the only thing they told me to do was increase my internet plan. It sounds to me like a way to get increase their revenue while spending no money fixing the issue.

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**Ticket: # 442916 - Xfinity/Comcast Data Caps**

**Date:** 8/2/2015 7:08:32 PM

**City/State/Zip:** Huntsville, Alabama 35803

**Company Complaining About:** Comcast

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## **Description**

Xfinity/Comcast has implemented datacaps into the Huntsville area. This is a horrible for the consumer and the small business entrepreneur. I personally plan to go back to school, online; because of that my classes will be streamed online and my participation is also online (goes against my datacap), my wife has begun a small business where she uses Skype, Facetime, or iMessage (which goes against our datacap), we had also planned on utilizing a thin client (basically a small computer that streams windows OS) through Azure for her small business but she cannot now because doing so would mean she would be streaming her work using internet bandwidth (also, goes against our datacap). I haven't even begun to discuss the non-business/non-education aspects of it, Netflix, HBOGo, etc. all of those things go against our data cap. Worst of all, our school district has gone all digital which means our children must use the internet for school when they're at home...which goes against our data cap! This must be stopped. Its bad for business, its bad for life. Its counter-productive in today's modern age. Please do something about it.

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**Ticket: # 443062 - Internet Data Cap**

**Date:** 8/2/2015 10:47:41 PM

**City/State/Zip:** Adairsville, Georgia 30103

**Company Complaining About:** Comcast

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## **Description**

Comcast's decision to implement a limit on the amount of data we are allowed each month is nothing more than a way to extort money.

I worked in cable TV for 25 years and helped launch the one of first cable modem systems in Georgia. It cost Comcast no more if a customer to uses 300GB or 800GB per month.

I have a poultry farm, I have to stay home and our use of the internet for movie streaming and web browsing, for work and entertainment is very important.

I urge the FCC to make Comcast as well as others remove these data caps.

Thank You

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**Ticket: # 443112 - Data Caps - Comcast**

**Date:** 8/3/2015 12:49:26 AM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

Absolutely sick of the data caps imposed by the oligopoly Comcast. We are paying almost twice our contracted monthly rate all because this company arbitrarily has deemed Atlanta a "test market". This action amounts to consumer fraud. I request that the anti-competitive data cap be immediately lifted and a full refund be given to us for the overages we have paid over the past three years.

And let's also discuss the number of outages prone to our area that are not credited back to our bill.

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**Ticket: # 443243 - Data caps**

**Date:** 8/3/2015 9:41:07 AM

**City/State/Zip:** San Angelo, Texas 76904

**Company Complaining About:** Sudden Link

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## **Description**

Sudden link did not have data caps this time last year. As of October last year I cancelled my cable subscription and used Netflix, Hulu, etc. Then I received a phone call telling me my MBPS only allowed a certain amount of GB used per month. I was told if I added my cable channels back the data caps would not be imposed. If not I would face 10 dollars for every 10GB's over which would equal what my bill would be with the cable channels. I agreed and had to pay a 50 dollar upgrade fee to have my channels turned back on. This is such crap. Why are we the only country that seems to not have a choice in who we get internet service from? Being stationed in London and Korea they have better speeds, prices and choices. This is capitalism at it's best. You are an independent government regulator and you are letting the consumers of this country get screwed. You kill the Comcast/Time Warner deal but allow the AT&T/Direct TV deal go thru. Makes no sense now we have even less of a choice. This country is going down hill fast and you are part of the problem.

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**Ticket: # 443340 - Mediacom Data Caps**

**Date:** 8/3/2015 10:31:29 AM

**City/State/Zip:** Lacon, Illinois 61540

**Company Complaining About:** Mediacom

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## **Description**

Stop Data Caps -- I'm sick and tired of paying extra for my ability to download games, software (Windows 10 update on 3 PCs), and streaming video, and having to all but stop this at the end of the month in fear of going over my data limit. I've been forced to upgrade my internet speed, not for the speed, but for the additional data that I need as I went over my limit 2 months in a row. I was perfectly fine with my speed prior.

I have no other option for internet in my area - DSL is not accepting new customers as everyone else that has been subjected to the data limits jumped ship before I. I'm stuck with Mediacom, they know it, and they're shoving data caps / higher bills down my throat because of it. It's not right.

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**Ticket: # 443456 - Data Cap Complaint - Suddenlink Sanger, Tx**

**Date:** 8/3/2015 11:04:59 AM

**City/State/Zip:** Sanger, Texas 76266

**Company Complaining About:** Sudden Link

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## **Description**

Data caps are ridiculous and violate the net neutrality laws. There is no other high speed provider in my zip code. I live approximately 15 miles from a verizon fios area which is of course data-cap free. I have to tell my kids to not download things, turn off netflix or not watch youtube because of our data caps and how close we come to reaching them sometimes. Please remove caps from our service. They should be illegal in the first place.

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**Ticket: # 443478 - Suddenlink's Data Cap**

**Date:** 8/3/2015 11:12:22 AM

**City/State/Zip:** Winterville, North Carolina 28590

**Company Complaining About:** Sudden Link

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### **Description**

I don't have cable services so I get all my television entertainment through streaming services such as Netflix and Hulu plus. Suddenlink's data caps charge me almost a third of my bill in overages when I exceed that limit. This feels anti-consumer and I can't imagine what purpose it would serve.

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[Ticket: # 443479 - Internet Data Caps](#)

**Date:** 8/3/2015 11:13:48 AM

**City/State/Zip:** Atlanta, Georgia 30346

**Company Complaining About:** Comcast

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## **Description**

Internet data caps are arbitrary and unnecessary. This should be against Net Neutrality.

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**Ticket: # 443560 - Comcast Data Cap**

**Date:** 8/3/2015 11:36:38 AM

**City/State/Zip:** Duluth, Georgia 30097

**Company Complaining About:** Comcast

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## **Description**

Comcast's arbitrary, 300GB data cap is anti-consumer and a disgrace. It is tearing our family apart. There is absolutely no reason for it to exist other than to fill Comcast's monopoly treasure chest, and it has to go. We are a family of five that all use the internet for our media and our hobbies. We are having to change our lifestyles and adjust our consumption of content that we pay to access through Comcast's internet service due to Comcast's own 300GB cap, and we can't do a thing about it because there is no viable competition in our area.

It is obscene. It has to go.

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[Ticket: # 443579 - Data cap](#)

**Date:** 8/3/2015 11:39:51 AM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 300gb data cap. I don't understand how they can do this.

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[Ticket: # 443644 - Mediacom Data Cap](#)

**Date:** 8/3/2015 11:54:07 AM

**City/State/Zip:** Brimfield, Illinois 61517

**Company Complaining About:** Mediacom

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### **Description**

We have a data cap of 350GB on our cable Internet access in Brimfield, IL.

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**Ticket: # 443782 - Comcast Data Cap**

**Date:** 8/3/2015 12:30:22 PM

**City/State/Zip:** Brentwood, Tennessee 37027

**Company Complaining About:** Comcast

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### **Description**

On July 30 I received an email from Comcast saying that our (household of 2 people) have reached 90% of our data cap for our internet with one day left before it starts over. I go online to pull up our account to find out (for the first time) that this data cap has been in affect since April of this year. I find it to be extremely frustrating and also bad business on Comcast's end to just up and change our service plan WITHOUT even letting us a know via email or letter that from here out a data cap of 300GB will be in effect in our area. For four months (April, May, June, July) Comcast has failed to communicate this new change in our service to us and the only reason I know about it now is because we almost went over our data! This is not okay!!!

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**Ticket: # 443809 - Data Cap**

**Date:** 8/3/2015 12:41:09 PM

**City/State/Zip:** Nashville, Tennessee 37206

**Company Complaining About:** Comcast

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## **Description**

I recently moved to Nashville, and use the internet for my business. I have very few choices for my internet provider, and I need fast speeds. I went with Comcast XFINITY since it was the fastest internet in my area.

AFTER I signed up, I was informed there would be data caps. I was not aware of this until AFTER I had signed the contract. I have never had data caps in my 20 years of using the internet. They have a data cap of 300gb, which is ridiculously low. I have been using their service for 3 months now, and have gone over considerably every month. Sadly, I have no choice but to stick with them because I cannot cancel my contract and I need the speed they offer.

Having data caps is ridiculous. This isn't dial up anymore, nor a cellular service. There is no reason to have these caps for a home network other than to make money off of the users who go over them. I feel like I am stuck with no other options.

I feel like I need to limit my work to not go over the data caps. MY WORK. How I earn my living. Please, please make data caps illegal.

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**Ticket: # 444006 - Comcast Data Caps - Nashville**

**Date:** 8/3/2015 1:24:36 PM

**City/State/Zip:** Nashville, Tennessee 37206

**Company Complaining About:** Comcast

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### **Description**

I believe Comcast should not be able to add data caps to my service. It is an unfair practice and seems like a way for Comcast to profit off of something that previously was not as issue!!

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**Ticket: # 443868 - Comcast data cap**

**Date:** 8/3/2015 12:50:57 PM

**City/State/Zip:** Kingston Springs, Tennessee 37082

**Company Complaining About:** Comcast

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## **Description**

I moved to the Nashville area nearly 2 years ago and signed up for Comcast service because I had no other alternative. To be clear, when I signed up for service, there was no language in the contract about capped bandwidth. My wife and I are heavy users of Netflix, Hulu, HBO Go and Amazon Prime streaming services for television. Nine months after starting service, we were informed by Comcast that going forward there would be a 300GB/month cap on our internet service - and of course, the price will stay the same, even though our service has been unilaterally degraded. If we go over our allotment, they helpfully tack on data in 50GB increments, for \$10/month each! And like I said, because of the local monopoly, I'm stuck with them unless I want to live with dial up like it's 1995.

Oh, and did I mention that if we stream through their Xfinity streaming service, it doesn't count against the data cap?

This is completely and utterly predatory and it has to stop. They changed the terms of my service, significantly degrading it, without providing any consideration in return. It's an abuse of their local government granted monopoly. How the hell are they allowed to do business this way?

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[Ticket: # 443889 - suddenlink data caps](#)

**Date:** 8/3/2015 12:53:22 PM

**City/State/Zip:** Milton, West Virginia 25541

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink implemented data caps and this past month I was hit with 90 dollars in overage charges without being notified I was going over. Please make data caps illegal.

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[Ticket: # 443913 - Data Cap](#)

**Date:** 8/3/2015 12:58:57 PM

**City/State/Zip:** Union City, California 94587

**Company Complaining About:** AT&T

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## **Description**

AT&T has been putting a data cap on the internet we receive at home. If we go over the data cap we are charged for every 50Gbs over the cap. Once they said two people, one whose only usage is wi-fi for espn phone updates and one playing video games, with no change in internet usage, used upwards of 250 Gb in a month.

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[Ticket: # 444015 - Data caps are awful and severely stunt usage](#)

**Date:** 8/3/2015 1:28:43 PM

**City/State/Zip:** Waterville, Ohio 43566

**Company Complaining About:** Buckeye Cable System

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### **Description**

Since our ISP implemented data caps, and raised prices, everyone has complained significantly. They cited that some users had used a lot of bandwidth, so they decided to put limits on everyone. Which is completely bullshit. They should have no cap, but limit those who greatly consume bandwidth.

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**Ticket: # 444060 - Comcast Data Caps**

**Date:** 8/3/2015 1:36:57 PM

**City/State/Zip:** Murfreesboro, Tennessee 37127

**Company Complaining About:** Comcast

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## **Description**

Comcast began forcing data caps on consumers fairly recently. This should be covered under Net Neutrality because it forces users to use their internet a certain way. It being 2015, 250gb caps are ludicrous and it is incredibly easy for just one person who frequents the internet to reach that cap, nevertheless a family of four or five.

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**Ticket: # 444069 - Comcast Data Caps**

**Date:** 8/3/2015 1:39:42 PM

**City/State/Zip:** Atlanta, Georgia 30329

**Company Complaining About:** Comcast

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## **Description**

The Comcast data cap has been causing serious issues in my household. Back when it was implemented it was used to limit torrenting. However with Netflix, Hulu, Amazon Prime, Smart Phones and Youtube being more popular than ever, it has really started to become a cash grab for Comcast and no longer serves the purpose it was created to fulfill. It would be an easy fix for them to increase the Data cap to a higher amount to compensate for the ever growing streaming needs, but preferred if the system was removed completely. The data caps also cause a monopoly (in many areas due to some houses not having cable lines to their houses) in that it makes an unfair advantage for Xfinity's Streampix vs Netflix considering streampix wouldn't count towards the data cap.

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**Ticket: # 444111 - Data caps**

**Date:** 8/3/2015 1:48:33 PM

**City/State/Zip:** Williamstown, West Virginia 26187

**Company Complaining About:** Sudden Link

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## **Description**

They have placed an arbitrary cap on data usage when prior it was unlimited. It's not only Suddenlink, but it's competitor CAS cable as well. There is no real competition in our area. Having data caps is like being able to only drive a certain mileage on the interstate after paying your "bill" (taxes). Living in a rural town where the state population is less than some big cities, there isn't a big enough population to congest networks. The only other option is Frontier DSL and to be frank, the speeds are not even remotely close.

Long story short -- No real competition, extremely low data caps are the big issue now. Please keep strong with Net Neutrality.

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**Ticket: # 444112 - Internet Data Caps****Date:** 8/3/2015 1:49:03 PM**City/State/Zip:** Grand Rapids, Michigan 49534**Company Complaining About:** Bloom Broadband

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**Description**

I live in an Apartment Building which manages their own basic Internet Infrastructure. The fastest speeds available are 12mbps (half of the newly revised definition of Broadband speeds).

Although the speeds are low, the much more limiting part of the connection is the 250GB data cap on the most expensive plan possible. There are no other high speed options available in the apartment complex. The cap means that I must be extremely cautious about my internet usage. With a stay-at-home significant other who is attending an online university, there is a large amount of online video which must be viewed every month, and this can make us come dangerously close to the data cap for usage which contains no malicious activity at all.

There are no other options in this apartment complex, even Comcast which is available at houses across the street does not serve the apartment complex as they will only allow their own cable management company to use the infrastructure

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[Ticket: # 444125 - Data Caps](#)

**Date:** 8/3/2015 1:52:06 PM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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### **Description**

It was not a part of the contract that I had with comcast.

I never give my consent and never agreed on having this caps.

Data Caps should be banned.

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**Ticket: # 444128 - Comcast Data Caps**

**Date:** 8/3/2015 1:53:00 PM

**City/State/Zip:** Collierville, Tennessee 38017

**Company Complaining About:** Comcast

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## **Description**

In the market where I live (Memphis, TN) Comcast has decided to impose a data cap. This is in an area where they have a monopoly on the cable internet market providing consumers no practical alternative. I have to be cautious as to not go over my data limit where as people in a different section of the state use exponentially more data unpenalized.

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**Ticket: # 444304 - Data caps**

**Date:** 8/3/2015 2:36:02 PM

**City/State/Zip:** Pikeville, Kentucky 41501

**Company Complaining About:** Intermountain Cable

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## **Description**

I live in pikeville kentucky, and the only decent Internet provider here is intermountain cable. They have been an excellent service for years. Recently, they announced data caps. There is pages and pages of complaints on thworking Facebook page. Me and my father's job depend on the Internet, as we are sports media. We constantly upload and download videos, so alot of data is needed. They don't even have an unlimited plan.

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**Ticket: # 444308 - Data Caps & Slow Speeds**

**Date:** 8/3/2015 2:37:56 PM

**City/State/Zip:** Dayton, Texas 77535

**Company Complaining About:** AT&T

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**Description**

We have no choice of internet, and all we can get is DSL from AT&T, it is always dropping out, "broadband" speeds promised at 6mbs but usually get 3, Very low data caps (got charged an additional 75.00 for going over) I bought content from iTunes and have to pay AT&T more for my content? This practice has to stop!

Under internet issues, this complaint covers speed, availability, and Net Neutrality issues.... I could only select one in the drop down menu below.

Thank you for your attention. We have no choice in ISP's and are suffering for this.

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[Ticket: # 444318 - HughesNet is giving preferential treatment to some data based on where it originates](#)

**Date:** 8/3/2015 2:40:23 PM

**City/State/Zip:** Grass Valley, California 95949

**Company Complaining About:** Hughes Net

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## **Description**

HughesNet is excluding downloads of the Microsoft 10 installer from affecting the HughesNet data caps. Linux, Macintosh, iPhone, and Android upgrades do not get the same preferential treatment. Just because the download comes from Microsoft does not mean it should be excluded from the data caps, and it should be treated like all other data that is requested by a HughesNet customer.

The download is a customer choice, and it does not need to be downloaded. Some customers are being given extra data allotment in order to download the file. As the download is a customer choice, this means that some customers are getting extra data even if they don't download the file.

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

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

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

**Company Complaining About:** AT&T

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## **Description**

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

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

Thanks for your time.

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**Ticket: # 444400 - Data Cap Frustration**

**Date:** 8/3/2015 3:01:04 PM

**City/State/Zip:** Atlanta, Georgia 30327

**Company Complaining About:** Comcast

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**Description**

Hello,

When I signed up with my ISP (Comcast) there were no data caps, now there are. I am paying monthly for internet, monthly for Netflix, and now even more monthly to use services like Netflix due to data-cap overage charges. If I download/stream content at the speed I am paying for I could chew through my monthly 300GB data-cap in less than 24 hours. I am not a business and should not have to sign up for business class rated services just to circumvent arbitrary data consumption caps. I am a resident in an apartment and it is stressful having to monitor internet usage and deal with outrageous internet bills at the end of each month. Sometimes triple the price of what I originally agreed to per month, due to data-cap overage charges.

(b) (6)

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**Ticket: # 444401 - Home Data Caps**

**Date:** 8/3/2015 3:01:12 PM

**City/State/Zip:** Smyrna, Tennessee 37167

**Company Complaining About:** Comcast

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## **Description**

I am writing to strongly encourage the FCC to make home data caps illegal. Home data caps only serve to hurt the consumer and fill cable companies pockets. They are the opposite of an open internet and net neutrality and should not be allowed.

I am unfortunate enough to live in the Nashville area where Comcast imposes a 300 gb data cap. This includes both my upload and download data. I also live in an area where Comcast has a functional monopoly, they are the only company that will supply high speed internet to my address. They know that consumers hate the data caps, but they don't care because they know I have no other options.

Despite being forced to limit our internet usage to a bare minimum, according to Comcast we go over our data limit and are charged extra fees almost every single month. I know their data meter on their website is not accurate. It often continues to go up even if we have been away from home with the modem unplugged for days at a time. I've called Comcast to complain about this numerous times and they simply do not care about their customers. They refuse to show me any form of data usage other than a total usage meter. They won't even let me see a daily or weekly breakdown of my supposed data usage. All they will tell me is that I can either pay the fees or they will cancel my service.

Please, please make this practice illegal and enforce it! More and more Americans need a strong, unlimited internet connection at home for work as well as entertainment. This predatory practice of home data caps cannot be allowed to continue!

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[Ticket: # 444410 - Data caps holding back growth](#)

**Date:** 8/3/2015 3:03:29 PM

**City/State/Zip:** Lubbock, Texas 79423

**Company Complaining About:** Sudden Link

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## **Description**

I have been subject to data caps from 4 different providers in 2 different cities over the last 5 years. I am tired of it, and it is nothing but a money grab from ISPs. Help!

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**Ticket: # 444579 - Data Cap**

**Date:** 8/3/2015 3:43:06 PM

**City/State/Zip:** Dacula, Georgia 30019

**Company Complaining About:** Comcast

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## **Description**

Data caps are not fair and severely impact usability of Internet Service I pay for. I do not have cable TV and receive much of my content over the internet from Pay services like Netflix and Hulu. I exceeded my data cap this month for the second time since they were implemented and had to cease all Internet usage for the last week of the month. This is an arbitrary way to limit the service that I pay for each month. This would be like your phone company telling you after you contracted with them that you are only allowed 50 calls in a month and that they will charge for any excess. Not fair and not in a spirit of fair play.

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

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

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

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

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## **Description**

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

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

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

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

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

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

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

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

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

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

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

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**Ticket: # 444632 - Terrestrial broadband bandwidth caps stifle competition and innovation**

**Date:** 8/3/2015 3:58:56 PM

**City/State/Zip:** Franklin, Tennessee 37067

**Company Complaining About:** Comcast

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**Description**

I live in an area where my ISP, Comcast, has implemented a data cap of 300GB now for the past 5 years. Initially, 300GB was a decent amount of data, so it wasn't really much of an issue, but as technology has progressed, the cap did not increase accordingly. Now with 4K streaming and 50GB Xbox game downloads, I hit it almost every month. It's forcing my wife and to change the companies we do business with. We wanted to try Sling TV, but as it uses data, we couldn't afford the extra bandwidth. We wanted to try to download and watch movies via Vudu, but it also uses precious bandwidth, so we couldn't do that either, lest we suffer overage fees. We are forced to live inside Comcast's prescribed box, one that is imposed solely to entice us to drop our internet-TV/movie options in favor of their cable/premium movie services which, coincidentally, do not count against our data usage. This could not possibly be a more anti-competitive behavior, and is surely grounds for anti-trust inquiries. Please force Comcast to abolish bandwidth caps, or at the very least, increase them to a reasonable amount by today's technology standards, with plans to increase them yearly.

Thank you.

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**Ticket: # 444659 - Data caps**

**Date:** 8/3/2015 4:08:03 PM

**City/State/Zip:** Knoxville, Tennessee 37921

**Company Complaining About:** Comcast

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## **Description**

I live in Knoxville, TN and am subject to Comcast's "trial" policy of imposing a 300gb/month data cap on internet customers. I feel this practice unfairly limits my ability to exclusively use the services of online media providers like Netflix and sling TV because the data cap makes the cost of using such services prohibitive. This policy benefits the consumer in no way, shape, or form and serves only to limit the consumer's options for television services.

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**Ticket: # 444713 - Data Cap Net Neutrality Violation**

**Date:** 8/3/2015 4:22:55 PM

**City/State/Zip:** Pearisburg, Virginia 24134

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink, Inc is currently forcing a data cap on their consumerbase in the Virginia area based on what tier of internet service you purchase. Going over the cap results in greatly overcharged fees as a punishment.

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[Ticket: # 444840 - Comcast data caps](#)

**Date:** 8/3/2015 4:54:04 PM

**City/State/Zip:** Evans, Georgia 30809

**Company Complaining About:** Comcast

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## **Description**

I am a college student and I stay with my parents during the summer. This summer my parents informed me that we had apparently gone over our monthly data cap. This blindsided myself and my parents. Up until this point we weren't even aware that we had a data cap. I don't record it but I feel as if I used significantly more data last summer than this one, and my parents don't recall signing a new contract of being told about any change. A data cap on home internet usage is ridiculous and should be illegal, especially implementing it as they have, without even notifying the consumer.

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**Ticket: # 444853 - Comcast Data Cap**

**Date:** 8/3/2015 4:58:57 PM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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### **Description**

Comcast has imposed a 300 GB data cap on our home internet connection. We frequently run into this cap and risk extra charges as a result. This is normal use of the connection for web browsing, netflix, and children's games We do not have a viable alternative; competition is badly needed.

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**Ticket: # 444935 - SuddenLink Data Caps inhibiting customer usage of faster internet speeds**

**Date:** 8/3/2015 5:30:15 PM

**City/State/Zip:** Nixa, Missouri 65714

**Company Complaining About:** Sudden Link

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## **Description**

SuddenLink is my sole service provider who can provide an internet speed of over 50 MBps. I comment them that their service has been reliable and fairly priced against competitors who cover other markets. They have also been aggressive in increasing the speed capabilities of their service. In my area SuddenLink will soon offer a 1 GBps service (Nixa, Missouri).

My complaint is that while transfer speeds are increasing, the service is limited by aggressive data caps. Within the past year my home service has been increased from 50 MBps to 100 MBps through a series of system wide upgrades. However the data cap has gone from 300 GB per month, to 400 GB per month. The new planned 1 GBps speed service will have a data cap of 550 GB per month.

I agree with SuddenLink that the majority of its consumers do not exceed data caps. I would counter that with the majority of customers do not need increased speeds either. Those customers who can benefit from increased internet speed in turn require more data usage allowance. Speed and usage are complimentary. Providing a service of 1 GBps to me at an affordable price provides little benefit if I am able to exhaust the monthly data cap for that service in a manner of days.

Faster internet speeds open up new opportunities and avenues for entertainment, business and communications. But when data caps placed on an artificial resource limit customers, the opportunities are inhibited.

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[Ticket: # 444987 - Comcast data caps](#)

**Date:** 8/3/2015 5:52:50 PM

**City/State/Zip:** Maplewood, Minnesota 55119

**Company Complaining About:** Comcast

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## **Description**

My service through comcast has a data cap. This is insane!

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**Ticket: # 445114 - Internet Data Cap**

**Date:** 8/3/2015 6:38:48 PM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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## **Description**

I live in Cumming GA. I have two complaints.

One is Internet provider monopoly . Where I live, the only internet provider is Comcast. No other provider can offer it's service. What happened to FREE ENTERPRISE !!! FCC should be working for the interest of the PEOPLE and ensure there are no monopolies held by the big Corporations. Right now I have no choice but to subscribe to Comcast service. This is not the American way.

The second point I wish to bring out is the question of Data Cap! This is unfair and nothing but highway robbery. The Internet companies cannot & must decide how much data one needs.

What I am complaining about is nothing new. You open any social media and you will see how upset and helpless the people are!!! It's time people's voices are heard.

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[Ticket: # 445151 - Low data cap](#)

**Date:** 8/3/2015 6:51:16 PM

**City/State/Zip:** Decatur, Georgia 30032

**Company Complaining About:** Comcast

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## **Description**

Comcast has an insanely low data cap of 300 GB, which is very easy to go over if you use the Internet regularly for gaming/streaming/etc.

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**Ticket: # 445176 - Internet usage data caps**

**Date:** 8/3/2015 6:58:44 PM

**City/State/Zip:** Rexburg, Idaho 83440

**Company Complaining About:** Cable One

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## **Description**

I have been a customer with cable one for over a year and several months ago they forced us to upgrade to a 130 dollar plan from a 50 dollar plan. This was because our data usage exceeded the 300gb data cap imposed on our account. I am a college student and my wife works full time to support us and we cannot afford to pay 130 a month. When I called cable one to ask if we can change our plan they said we could not change our plan until we showed 3 months of usage under the data limit of a lower cost plan. I have been forced to cancel our service and find that there are no viable alternatives in our area for highspeed internet. It seems that cable one is using there near monopoly of highspeed internet in our area to take advantage of us forcing us to choose between 130 dollars a month with them or going with out highspeed internet. As a student I need the internet for online classes and assignments some of which require the viewing of several long videos which cannot be streamed with sub par internet. I feel like cable one is taking advantage of the lack of competition and gouging prices just because they can. Something needs to be done to keep this from continuing. Not sure what we can do to get internet that will be sufficient for my schooling needs with out bankrupting our family in the process. please help. (b) (6)

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**Ticket: # 445186 - Cox Communications Data Cap**

**Date:** 8/3/2015 7:00:54 PM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

I am paying for home internet through Cox Communications in Broadview Heights, Ohio, 44147. The entire point of the service is to provide data transfer capability to and from my internet-enabled devices. I just received an e-mail from Cox stating that I was over my (newly imposed) data cap this month and that I will be fined for the data over the cap.

This is absolutely, mind bogglingly ridiculous.

In a world where internet connection is trending away from a luxury privilege and nearer and nearer to an actual human need to function in today's society, data caps are the epitome of capitalist greed.

Please ban broadband data caps, anyone with half a functioning brain can see how ridiculous it is for them to exist in the first place.

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[Ticket: # 445233 - Data Cap Comcast Atlanta, GA](#)

**Date:** 8/3/2015 7:18:22 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

I recently received a warning from Comcast informing me that I am about to go over my data cap. From what I understand, data caps are against net neutrality. As part of Comcast's business model they are offering higher data caps on the more expensive plans. I feel as though this is an incentive to make users upgrade, even though these caps are "A test".

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**Ticket: # 445265 - Internet Data Cap**

**Date:** 8/3/2015 7:33:00 PM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

I have a home broadband internet with comcast and recently realized that there is Data cap of 300GB. In my latest month i consume more than 300GB and comcast gave a warning that if i exceed my Cap more than 3 months i will have to pay for extra charges. comcast do not provide details on how i consumed the data. I ask for the details on how and when the data is being consumed, they do not a answers. As they have data Cap restriction to the consumers, yet they use the consumers routers for the public offering of xfinitywifi, and i am sure there is no data cap over there. Please remove the data cap rules and make the internet free.

thanks

(b) (6)

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[Ticket: # 445391 - Comcast data caps](#)

**Date:** 8/3/2015 8:22:24 PM

**City/State/Zip:** North Charleston, South Carolina 29406

**Company Complaining About:** Comcast

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## **Description**

Data caps

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**Ticket: # 445408 - Unreasonable data caps**

**Date:** 8/3/2015 8:28:14 PM

**City/State/Zip:** Snellville, Georgia 30078

**Company Complaining About:** Comcast

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## **Description**

The 300 gig data cap that comcast gave us is absurdly small. We use Netflix, Amazon, Google video, and many many other online streaming services. We feel that we are being punished by daring to use other video providers rather than to pay for Comcast Cable TV. There has not been a month that has gone by that I don't get many many Emails and phone calls, often at odd times late at night, warning me how I'm about to go over my limit.

There are even Video game stores, such as Steam and gog.com that I've had to do less business with. Some new games are 50 gig downloads or even higher, which is a big chunk of our allotment from comcast. I've had to do less business with these companies as to not go over our limit.

I understand paying for speed, but these caps feel artificial and unnecessary and are preventing me from doing business with other merchants that are not comcast.

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[Ticket: # 445475 - Data caps for GCI in Alaska](#)

**Date:** 8/3/2015 9:02:20 PM

**City/State/Zip:** Petersburg, Alaska 99833

**Company Complaining About:** Gci

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## **Description**

GCI in Alaska imposes data caps on their users. We are currently paying for the middle tier which allows for 150GB of data per month and a top speed of 50Mbps which means I can burn through my entire month of allowed data in 7 hours if I were to transfer at maximum speed continuously. This is ridiculous. Please work to eliminate data caps imposed by ISPs.

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[Ticket: # 445838 - comcast data cap](#)

**Date:** 8/4/2015 8:24:35 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast data cap on home internet

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**Ticket: # 445544 - Data Caps**

**Date:** 8/3/2015 9:51:39 PM

**City/State/Zip:** Roswell, Georgia 30076

**Company Complaining About:** Comcast

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## **Description**

My data is being unfairly capped, while a few miles north there is no data cap. I am being charged the same amount as someone who is not capped, but only get enough data to watch shows in low quality, and not be able to complete all my working from home without going over. The spread of google fiber may bring competition, but it is unfortunately not available where I am. All available providers have agreements with each other to cap data. If a cable tv service is purchased through the provider, streaming is free from that device, which is creating an unfair monopoly for competition with other streaming services. Comcast has informed me of the data cap, so it is not an issue of knowing, but an issue of having an unfair cap. I also pay for a somewhat quick speed, but what is the point of having fast internet if I cannot utilize the maximum speed without going over my limits.

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[Ticket: # 445559 - Data Cap](#)

**Date:** 8/3/2015 9:56:25 PM

**City/State/Zip:** Marietta, Georgia 30068

**Company Complaining About:** Comcast

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### **Description**

Comcast has unfairly put a 300gb cap on our internet and charging if we go over it. The bills in the house are already expensive, and this data cap is driving a wedge between my family due to the bill

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**Ticket: # 445607 - Internet data cap restricts path to 21st century**

**Date:** 8/3/2015 10:31:43 PM

**City/State/Zip:** Voorheesville, New York 12186

**Company Complaining About:** Hudson Valley Wireless

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## **Description**

In my area I have one choice for high speed internet. Not only do I pay \$80/month (double what TimeWarner or Comcast connection would cost), I get half the speed at 7mb (15mb burst) and am limited at 150gb/month. To put this in perspective, HD video from netflix is 3-4GB/hour. We have to make constant choices about the content we consume on the internet. I have a family with 3 young children and I feel as though I need to watch them constantly for fear that we will "bust" our data cap and be charged an additional \$10 for every 10gb over. The number they impose is arbitrary and needless. The usage in my household would not put their company at risk, nor would it hamper their growth. This is a money grab on their part. Please play your part in helping to protect my children and family from this senseless overcharging. My ISP is Hudson Valley Wireless, I live in Voorheesville, NY. Thanks, (b) (6)

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**Ticket: # 445674 - Comcast Data Caps**

**Date:** 8/3/2015 11:27:51 PM

**City/State/Zip:** Mableton, Georgia 30126

**Company Complaining About:** Comcast

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## **Description**

What is the point in Comcast increasing my speeds when they'll only allow me a small bucket of data. Giving me faster speeds just means that I'll hit their cap even faster, and incur overage charges. Data caps should be illegal, and they should stop trying to squeeze money from everyone with their monopoly. It also doesn't help when their monitoring tools show **DRASTICALLY** different bandwidth usage than my local machines here, and its always 2-3X my actual usage. Then when you call in and ask about it, you get lied to, hung up on, and put on hold for hours at a time.

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[Ticket: # 446041 - data cap](#)

**Date:** 8/4/2015 10:29:33 AM

**City/State/Zip:** North Augusta, South Carolina 29841

**Company Complaining About:** Comcast

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## **Description**

The Comcast imposed data cap is absurd. We are virtually forbidden from using many Internet applications for fear of being charged. This could greatly affect their competitors as well. I have had to cancel my Netflix and Hulu accounts because of the caps. This is exactly what Comcast wanted. Please stop them this is wrong

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

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

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

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

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## **Description**

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

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

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

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

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

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

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

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

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**Ticket: # 446647 - Comcast Data Cap**

**Date:** 8/4/2015 12:57:14 PM

**City/State/Zip:** Savannah, Georgia 31401

**Company Complaining About:** Comcast

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## **Description**

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

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[Ticket: # 447830 - Unfair business practices by Comcast.](#)

**Date:** 8/4/2015 5:49:09 PM

**City/State/Zip:** Tucson, Arizona 85718

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 300 gigabit data cap on my internet service with a \$10 charge for every 50 gigabits my household goes over this number. This has led to charges in excess of \$50 per month as I have a household that uses a lot of streaming video services in place of a television service. This erroneous cap has led me to drop one video streaming provider and limit my use of the other as the charges are becoming too high with this cap.

If there was any real competition of broadband providers in my area I would switch instantly. Comcast owns a virtual monopoly as the only other provider doesn't provide internet speeds needed to use technology correctly in this day and age.

Comcast is unwilling to lower my rates or help with the cap. Please end their monopoly and outlaw data caps.

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[Ticket: # 448114 - Data caps](#)

**Date:** 8/4/2015 6:50:46 PM

**City/State/Zip:** Batesville, Arkansas 72501

**Company Complaining About:** Sudden Link

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## **Description**

sudden link has implemented usage based billing in the Batesville area in the face of no broadband competition. The only local competitor is ATT and their footprint is significantly smaller and slower. I pay \$76 a month for 50mbps down and 5 up and 250GB cap. The base plan is 250GB. However for each 50GB over 250GB, they charge \$10. I blow through this almost every month. No unlimited home plan is available. I would gladly pay \$76 a month for 25mbps if it were an unlimited usage cap. I think data caps are ridiculous and they need to be stopped.

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[Ticket: # 448320 - Data Caps](#)

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

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

**Company Complaining About:** Suddenlink

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## **Description**

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

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**Ticket: # 448533 - Internet data caps impact ability to work from home**

**Date:** 8/4/2015 10:06:22 PM

**City/State/Zip:** Johns Creek, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

I work from home in Atlanta Georgia where Comcast has been trialing a data capped usage model. This appears to have started around the middle of 2015 when we began to get automated calls about approaching our data caps, then exceeding our data caps. We get 300GB per month allowance. This works out to be about 10GB / day which is easily consumed with video conference calls, screen sharing, presenting, software updates, sending/receiving files, email, and instant messenger. This leaves us with not much else we can use our Internet connection for outside of my job. We don't have cable TV, and we rely on Netflix and other streaming services to provide educational content for our kids. We now have to balance how much streaming video, or other recreational internet usage we use per day to fit inside of Comcast's data cap.

We have already exceed 2 out of 3 of our "courtesy" overages and the next will be our last free overage before we are billed \$10 for each additional 50GB of data per month.

No doubt this is a play by Comcast to force people away from streaming video, and lock them into their own cable packages.

I do not understand how this can be legal. Are there exceptions for individuals that work from home? What happens when this begins to impact my ability to perform my job even without recreational usage of our internet plan? My understanding is there is no better alternative, as AT&T (our only other provider) also has a data cap, but at a lower 250GB per month.

I would appreciate any assistance you can provide.

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**Ticket: # 449631 - Data usage caps and fees**

**Date:** 8/5/2015 1:40:03 PM

**City/State/Zip:** Perry, Georgia 31069

**Company Complaining About:** Comsouth

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**Description**

ComSouth has this month implemented data caps, with no warning whatsoever, and telling users "If you upgrade to this more expensive package with a higher data cap, we won't charge you for your overage."

In Georgia, that's extortion, and it's illegal.

More to the point, ComSouth's new data caps represent a "streaming video fee." Households that wish to use alternatives to standard cable TV are punished for not subscribing to ComSouth's cable TV plan, either by being charged for additional data usage or being forced into a higher speed plan that they don't need or want.

Additionally, ComSouth refuses to increase upstream speeds beyond a meager 3 megabits/second on their highest price residential plan. This practice literally limits consumers who want or need to perform off-site backups of important documents, family photos and videos, or to send large files to work - telecommuting is impossible with ComSouth services. Online meetings are impossible, as well, with slow upstream speeds and data caps in place.

The rationale in ComSouth's case is that they are helping to keep middle Georgia a more rural, laid back place like it has always been, and they're doing their part to keep high tech devices such as multi-megapixel still cameras and high definition video cameras out of central Georgia... this policy certainly works well, as consumers are not able to send high definition video to family, friends, work colleagues, customers or whomever - we can't even upload reasonable size still images to photo processors for printing.

ComSouth is the only provider in many areas of Houston county, Georgia, south of Georgia State Road 96, aside from Windstream who, to their credit, don't claim to offer high speed data.

ComSouth's answer to these complaints has been "Move to another area."

We understand that reliance on streaming services and other forms of entertainment away from cable TV results in lower revenues as more people cancel their cable TV service, and we realize the company must make up that revenue in other ways - but punitive charges for not subscribing to cable TV hardly seems a wise business move.

Many in southern Houston county, Georgia, believe these practices on the part of ComSouth violate both the spirit and the letter of the Commissions Open Internet order, and we would appreciate your taking a look into these practices, letting ComSouth know what the Commission expects of them moving forward.

Additionally, we understand that the filing of this complaint will result in termination of service from ComSouth.

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**Ticket: # 450810 - Data Cap**

**Date:** 8/5/2015 5:32:31 PM

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

**Company Complaining About:** Comcast

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**Description**

Data cap is not real time. If that's the case, how can I maximize my data usage every month if I only have an estimate of my usage. Therefore I have to leave a margin of data (i.e. - throw away money) every month if I am near the limit. Additionally, the information regarding my account (overages, actual data used) is not consistent. It is available sometimes and at other times, it shows no overage despite having gone over a month ago.

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**Ticket: # 451625 - Comcast slow speeds and data caps**

**Date:** 8/6/2015 8:55:58 AM

**City/State/Zip:** Tucson, Arizona 85742

**Company Complaining About:** Comcast

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## **Description**

Tucson is part of Comcast's "test market" for how much they can squeeze their customers of every possible dime. The data cap imposed means that by midway through the month, my family has hit the limit and we have to decide between continuing to access the internet for school, work and entertainment or wiggle money from another bill to pay the overage fees. On top of this I have friends and family in other places where Comcast doesn't have the stranglehold on the market who have no data caps and have recieved complimentary speed increases. <http://www.speedtest.net/my-result/4561789535> That is the max speed I have ever seen on our connection. The bills keep rising, there is zero competition for broadband in my suburb, and Comcast knows it has a stranglehold on the pocketbooks of its Tucson customers.

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**Ticket: # 452317 - Suddenlink Data Volume Cap****Date:** 8/6/2015 1:01:29 PM**City/State/Zip:** Henderson, Texas 75654**Company Complaining About:** Sudden Link

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**Description**

My use of the internet connection provided to me through Suddenlink has caused me to incur overage fees of \$30 in a single month. I use this connection for watching video content online, through services like Netflix, YouTube, and Hulu, among others. Suddenlink is attempting to bill me more in an attempt to get me to subscribe to their cable television packages, and have knowingly implemented data caps which are quickly broken by anyone using online video services. They have even recently "upgraded" the speeds of the package I subscribe to without increasing the data cap, which causes many online video providers to scale up the quality of the video being streamed, and run out my data cap even more quickly.

The use of data volume caps is nothing more than an attempt to side-step Net Neutrality and charge customers like myself more simply for using a competitor's product, and is in no way fair to either their customers, or their competition.

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**Ticket: # 453724 - Comcast Cable Internet Data Cap****Date:** 8/6/2015 8:24:23 PM**City/State/Zip:** Calhoun, Georgia 30701**Company Complaining About:** Comcast

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**Description**

Comcast has instituted unreasonably low data caps in specifically targeted markets. This is unfair not only because it's being implemented only for some customers but because the cap is far too low to watch Netflix for any reasonable amount of time. I paid for the service and shouldn't have to worry about actually using the service that I paid for lest I be charge \$10 for 50GB which is a tiny amount for a high price. I have now used two of three courtesy overages and when I tried to talk to someone to get information on the usage I was disconnected twice. Comcast provides no actual proof of the data usage so the consumer is left to take their word that they have used that much data. That is a complete lack of transparency and an unfair business practice by a virtual monopoly in my area. I want an explanation from Comcast and proof that I actually used the data.

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**Ticket: # 453948 - Comcast Data Cap**

**Date:** 8/6/2015 11:22:35 PM

**City/State/Zip:** Douglasville, Georgia 30135

**Company Complaining About:** Comcast

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## **Description**

I work from home as an independent transcription contractor. All of my work comes in and goes out via email. I also have to do a lot of research online while working, all of which eats up my data. We also have three children and multiple devices. We typically go over our 300 cap by the second week into our billing cycle, which means that we are paying for overages as well as our streaming and internet goes to a snail's pace. We were paying for Comcast's faster premium service, but did a speed test and learned our download speed was actually only half of what we were paying for. In our area there are not many other options. I have to have internet to work and support our family. We pay \$85 a month just for internet, and it is no longer the premium one (Why pay for a service we're not getting?). Data capping is ridiculous and should not be allowed!

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**Ticket: # 454291 - Comcast Data Cap**

**Date:** 8/7/2015 10:19:50 AM

**City/State/Zip:** Suwanee, Georgia 30024

**Company Complaining About:** Comcast

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## **Description**

I have a household of 5. All of us like to use the internet at home and we are constantly pushing right up against the 300GB "Trial Data Cap" imposed by Comcast in certain regions. We are approaching this cap with video streaming quality set to low on youtube and netflix. Why does an internet provider have the right to hold back technological growth and hurt other companies by setting these limits? Recently comcast updated their speed in the area, but did not increase the data cap, which means it is now easier to hit that cap.

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**Ticket: # 454735 - Comcast Data Caps**

**Date:** 8/7/2015 12:38:27 PM

**City/State/Zip:** Roxbury Crossing, Massachusetts 02120

**Company Complaining About:** Comcast

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**Description**

Data caps are unfair. I am not paying the same rate for slower speeds.

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**Ticket: # 455286 - Data Cap**

**Date:** 8/7/2015 2:49:45 PM

**City/State/Zip:** Tucson, Arizona 85750

**Company Complaining About:** Comcast

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## **Description**

I have been a Comcast customer for a fairly long time. I do believe they provide a great service for one to connect to the Internet and my complaint has nothing to do with the speed of the Internet. My complaint is due to the issue of being data capped. I never knew our Internet was being capped until it was too late. When I signed up for Comcast Internet it never stated that the data would be capped. I was informed after the fact and was told I had to upgrade to up my data cap. When we were going over Internet cap Comcast was calling the wrong number and we were never informed. I do not think its right to cap Internet. The only way Comcast stated that we would not receive a cap would be to upgrade to a business account with lower download speeds to a quarter of what I have now and would cost me north of \$100 per month. In short, I have to pay for lower speed at two times the price. I do not believe that is fair or right. It is also intriguing to me that the consumer is being forced to pay extra when the average Internet site is now being filled with HD ads that are using our data because we are now capped. Ads have developed in sync with the speed of the Internet. They now use more data than ever with animation and HD video it can start to eat up data pretty quickly. I believe Comcast is adding this Internet cap due to the likelihood of people not needing cable TV. They are trying to get ahead of the market and have these caps in place before 4K streaming becomes mainstream. I would like to see the cap removed but I know that is a hard battle to win, so therefore they should at least raise the cap. I do not believe it's right on having your customer's pay more for more data is just a new way to nickel and dime the consumer. I do run my business out of my house and that uses a great deal of data and I do not believe its right I have to pay over twice the amount for one fourth of the speed. I really hope there is a way Comcast will remove the silly data caps. The Internet is a tool for knowledge and one should not be charged on expanding that knowledge.

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**Ticket: # 456984 - Suddenlink Data Caps**

**Date:** 8/8/2015 5:30:21 PM

**City/State/Zip:** Buckhannon, West Virginia 26201

**Company Complaining About:** Sudden Link

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## **Description**

I am being introduced to data caps in my area is this concerns me greatly. On my 100mb connection my data cap is 450 gigabytes a month which hinders me from accessing digital content that I legally purchased online. I have thousands of dollars worth of video games I've purchased using the steam network, hundreds of dollars worth of movies I've purchased on Vudu, my netflix subscription which I will no longer be able to use to their full extent due to this low data cap. They make false claims that it is to ensure everyone gets a good internet experience when as an IT professional I can see through this excuse as capping amounts of data will not solve peak usage problems because it's everyone getting online at once that is limiting bandwidth instead of users downloading too much data at one time. I feel this cap is to prevent heavy netflix usage in order to force internet customers to take television services as their source of tv entertainment.

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[Ticket: # 457231 - Internet with suddenlink communications](#)

**Date:** 8/8/2015 10:55:07 PM

**City/State/Zip:** Cabot, Arkansas 72023

**Company Complaining About:** Sudden Link

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## **Description**

They upgraded everyone to faster internet speeds and forced everyone to upgrade their home equipment and made them pay for it. Suddenlink held my internet hostage and shut it off until I came up with the money to get a new modem to fit their new technology even though the bill is paid on time monthly. Once they upgraded the speed they immediately put a data cap on top of it. We are also blocked from viacom websites since they dropped viacom channels from their lineup.

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**Ticket: # 457373 - Subjected to undisclosed "network management"?**

**Date:** 8/9/2015 9:07:15 AM

**City/State/Zip:** Zionsville, Indiana 46077

**Company Complaining About:** Sprint

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## **Description**

I am on an unlimited data plan on Sprint, and pay an additional \$10/month because I use a device that uses LTE data. Sprint discloses no "limits" or slowing of data after certain thresholds. I believe that my bandwidth is probably being throttled in an undisclosed manner.

On 8/8/2015, I appeared to be having good data connections and performance. That evening, I streamed one Netflix program, and one Netflix movie, with good performance.

On the morning of 8/9/15, my internet service was SEVERELY degraded, with data services often unavailable. When available, speedtest.net measured a download bandwidth of 0.1MBPS - FAR below the speeds achieved the night before. My geographic location did not change on these dates.

Needless to say, I suspect that my data capability has been "throttled" in a manner undisclosed to me in my contract terms/conditions.

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[Ticket: # 457427 - Comcast Data Cap](#)

**Date:** 8/9/2015 11:24:32 AM

**City/State/Zip:** Atlanta, Georgia 30324

**Company Complaining About:** Comcast

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## **Description**

The Comcast Data Cap "Trial" has limited my high speed internet to only 300gb. While this was fine 7-8 years ago, today it is strangling my internet usage and what I am paying for. I simply cannot use the internet service to watch Netflix freely as I have paid for. I realize that Comcast pays millions of dollars in contributions and to lobbyists but who is willing to stand up for us?

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**Ticket: # 457763 - Data caps**

**Date:** 8/9/2015 7:33:54 PM

**City/State/Zip:** Rome, Georgia 30161

**Company Complaining About:** Comcast

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## **Description**

The data caps set by comcast are absurd and outdated in today's market. I was not made clearly aware until after signing up of this data cap. I only use streaming services like hulu and Netflix but now I have to watch comcast cable because otherwise I would go way over my data cap. And of course they can say only a small percentage of people go over because like me they don't want to pay for the overages so we suffer. This is absolutely unfair and in my opinion unethical.

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**Ticket: # 457852 - Data Cap**

**Date:** 8/9/2015 10:01:49 PM

**City/State/Zip:** Memphis, Tennessee 38103

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a data cap on our internet usage, and we have managed to go over it every month since then. While netflix, hulu, and other video streams are counted against this cap, data from the comcast/xfinity streaming site is not. This seems to inherently go against the ideas of net neutrality, as all traffic is not treated equally, and seems to only serve to discourage users from using alternative streaming services.

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**Ticket: # 460105 - Comcast/Xfinity data cap**

**Date:** 8/10/2015 9:02:43 PM

**City/State/Zip:** Euharlee, Georgia 30145

**Company Complaining About:** Comcast

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## **Description**

Sir or madam,

I am writing to complain to you about the exhorbent charges for Comcast/xfinity data usage. They originally instituted their data limits, sorry "cap", years ago when technology was at a much lower level than today's technology. Today's technology required additional bandwidth and additional data. My home has 3 computers, 3 tablets, 3 mobile phones with wifi capabilities, 4 video game systems as well as having some smart home devices that require wifi as well as 2 smart TV's. We are a typical modern american family of 4 (2 adults and 2 school aged children). Net neutrality was supposed to exist and yet our "net" is monitored and is capped. My wife has a home based business as do I as a side job yet Comcast business class is not available to us. Why? Because they have added a line to their application process online that states "not available to home based businesses". We use data. I will not deny that. The problem is, Comcast offers its residential customers no tiers for data usage, I can not increase my internet speed (which comes at additional cost) and add data either. They have a hard data cap at which they charge you overage charges. How is this not illegal after the net neutrality ruling recently that forbid companies from throttling data after a certain point? How is it also not illegal for them to disallow me business class internet because our business happens to be ran out of our home? This is discriminating against small business owners. I would like to formally file a complaint against xfinity/Comcast for this reason. They are imposing a cap on data and they will not offer to allow me either to purchase business class Internet or pay an upfront predesignated cost for a larger amount of data. Technology is ever improving, data demands due to this technology is also ever increasing yet Comcast is unethically not allowing their customers to stay current with technology due to these limits that are imposed. Thank you for your time.

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**Ticket: # 460161 - net neutrality broken**

**Date:** 8/10/2015 9:45:34 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73110

**Company Complaining About:** Cox

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## **Description**

We got cox cable internet less than a week ago. We are paying for 15MB /second speed. This was verified as bought service/install scheduled, to be the TRUE speed we would receive. There are no data caps we were told of. On day one, it was fast. The terminal in linux measured it at 5000kB/s, which is what tech support says is your download speed. None of this was clarified on purchase; they now claim download isnt 15MB, but 5mB, still equalling 5000kb the same. On day two, it slowed to 50-60kb/s, which is certainly NOT 5000kb they promise on the phone should be in place. It appears, they are fudging by whitelisting speedtest sites, same way is documented for T-Mobile, our prior carrier. This serves to UNTHROTTLE you when trying to test, if youre not computer savvy. Today, is the best speed Ive seen on download; 500kb/s, but this is only one TENTH what we were promised. When I googled "cox throttling" I got this page with 2 former employees, one an exec, who claim indeed cox throttles - tho in their TOS they state they dont; he says it claims not for legal reasons, not reality reasons. I am now trying to download a 2gig live cd ; the estimate says 9 hours! This is not what we are paying for. Its no better than dialup and I would like you to help cox provide us with actual, modem 5000kb (5mb download) or even the 15mb I was assured, was a REAL actual speed number, not an overinflated one, on purchase day.

We use no router, nor wireless, and purchased a hundred dollar modem from them for this - no excuses about wireless or routers in the way - this is actual speed measured and not via speedtest sites that are eerily whitelisted to lie to the consumer. :) They can find the a/c number as we're new, by our phone number. We have no bill yet.

Thanks

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**Ticket: # 460270 - Comcast Data Limits**

**Date:** 8/10/2015 11:30:33 PM

**City/State/Zip:** Charleston, South Carolina 29403

**Company Complaining About:** Comcast

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## **Description**

I recently moved to Charleston, SC from Columbus, OH and am not pleased at all with the fact that Comcast has decided to implement a data cap, while it is the only service available in my area (I live downtown). This seems almost illegal considering it is the only service available to me so I have no other options. I find it a bit ridiculous that cell phone companies for the most part these days have unlimited data plans while a home internet package has a data cap. I find it almost incomprehensible that I pay for 75 Mbps download speeds and am only able to use the service for half the month before I have to pay outrageous overage charges that should be illegal. I hope that this issue is resolved quickly and believe that Comcast should only be able to implement these in cities where other companies can provide service. I look forward to seeing this issue that many people are furious about resolved soon. Thank you.

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**Ticket: # 460455 - ComSouth**

**Date:** 8/11/2015 9:32:46 AM

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

**Company Complaining About:** Comsouth

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## **Description**

ComSouth has this month implemented data caps, with no warning whatsoever, and telling users "If you upgrade to this more expensive package with a higher data cap, we won't charge you for your overage."

In Georgia, that's extortion, and it's illegal.

More to the point, ComSouth's new data caps represent a "streaming video fee." Households that wish to use alternatives to standard cable TV are punished for not subscribing to ComSouth's cable TV plan, either by being charged for additional data usage or being forced into a higher speed plan that they don't need or want.

Additionally, ComSouth refuses to increase upstream speeds beyond a meager 3 megabits/second on their highest price residential plan. This practice literally limits consumers who want or need to perform off-site backups of important documents, family photos and videos, or to send large files to work - telecommuting is impossible with ComSouth services. Online meetings are impossible, as well, with slow upstream speeds and data caps in place.

Previously, I had Cox Cable as my internet provider. They provided speeds over 5x faster for the same amount I'm paying now. However, I am now forced to use ComSouth as they are the only cable internet provider in my neighborhood. In order to get the download speed I was at with Cox, would mean paying almost double what I'm paying now. However, ComSouth's highest speed, most expensive plan doesn't come close to touching my previous upload speed. They offer varying speeds up to 30 megabit down. However, the next tier up suddenly jumps to 150 megabit down with nothing in between.

The rationale in ComSouth's case is that they are helping to keep middle Georgia a more rural, laid back place like it has always been, and they're doing their part to keep high tech devices such as multi-megapixel still cameras and high definition video cameras out of central Georgia... this policy certainly works well, as consumers are not able to send high definition video to family, friends, work colleagues, customers or whomever - we can't even upload reasonable size still images to photo processors for printing.

ComSouth is the only provider in many areas of Houston County, Georgia, south of Georgia State Road 96, aside from Windstream who, to their credit, don't claim to offer high speed data.

ComSouth's answer to these complaints has been "Move to another area."

We understand that reliance on streaming services and other forms of entertainment away from cable TV results in lower revenues as more people cancel their cable TV service, and we realize the

company must make up that revenue in other ways - but punitive charges for not subscribing to cable TV hardly seems a wise business move.

Many in southern Houston county, Georgia, believe these practices on the part of ComSouth violate both the spirit and the letter of the Commissions Open Internet order, and we would appreciate your taking a look into these practices, letting ComSouth know what the Commission expects of them moving forward.

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[Ticket: # 460611 - Data caps on cable ISP](#)

**Date:** 8/11/2015 10:44:13 AM

**City/State/Zip:** Lubbock, Texas 79407

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink has started data caps recently and I have gone over them several times with normal internet usage.

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**Ticket: # 461041 - Shentel Internet Data Caps****Date:** 8/11/2015 12:42:15 PM**City/State/Zip:** Radford, Virginia 24141**Company Complaining About:** Shentel

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**Description**

The cable company Shentel has recently implemented data caps on their internet service and I, and many of the people who also have their service, feel they are taking advantage of their customers. In Radford, Va Shentel is the only option for cable in the area so many people, students especially, are left with no choice but to get Shentel. The only other options we have in the area are Comcast, in limited places and not available at any residences I've seen in my four years for students, Direct Tv, which is great but high priced for many students and they do not provide internet, Dish, which provides internet as well but is similarly high priced for many students, and for internet only, Verizon, but Verizon internet does not provide reliable speeds (1.5 mbs) to the Radford area. We feel that Shentel is taking advantage of the limited choices in the area to be able to charge high prices for often terrible and unreliable service and now they have added the data caps allowing them to charge extra per gigabyte you go over as if it were a data plan.

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**Ticket: # 461493 - Comcast Data Caps are ludicrous**

**Date:** 8/11/2015 2:49:09 PM

**City/State/Zip:** Atlanta, Georgia 30345

**Company Complaining About:** Comcast

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### **Description**

The 300 GB data caps are ludicrous in this day and age where people are using more internet video instead of traditional TV. I regularly go over the cap with just my family using Netflix. But amazingly if I use their Comcast streaming it doesn't count against my cap. So I can pay them money or pay them more money. Please do something about Comcast. They are an evil company.

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[Ticket: # 463544 - Clearwire and Sprint unfair business practice](#)

**Date:** 8/12/2015 12:36:40 PM

**City/State/Zip:** Davis, California 95618

**Company Complaining About:** Clearwire (i.e. Sprint)

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## **Description**

After 5 years of service clearwire (now Sprint) is shutting down their mobile broadband access. Sprint/CLEAR are giving no options and no other carrier is offering equivalent service. All the plans have very low data caps and high monthly charges. Wireless broadband is included in the open internet transparency rule that mandates equal access for all. This violates that mandate. This is an unlawful business practice to restrict our access to the airwaves.

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**Ticket: # 464910 - Bloom Broadband & Edward Rose & Sons**

**Date:** 8/12/2015 6:57:54 PM

**City/State/Zip:** Grand Rapids, Michigan 49534

**Company Complaining About:** Bloom Broadband

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## **Description**

(b) (6) (along with many other apartment complexes throughout the greater Grand Rapids metropolitan area) will ONLY provide Bloom Broadband internet to end users, unless the end user's apartment building is old enough that there are (sub-6Mbps) ADSL lines run in from companies in the past.

Pricing is terrible, and the data-caps are worse than most mobile phone data plans. Fortunately, I live in an apartment that gets 6Mbps ADSL through AT&T, but when a friend who lives in another building of the same complex contacted AT&T, they were told that (b) (6) denied all requests at installing another line, and are strong-arming competition out of a very large subset of the internet-using market.

This is ridiculous and antithetical to an open and free internet - especially when considering 4 years ago (when I had Bloom Broadband) there were no data caps and the prices were ~\$20 cheaper for all plans of the same speeds offered by the company today. The company itself has (nor had) any kind of contact information or technical support to address the very frequent outages that are still occurring to this day.

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**Ticket: # 465057 - We NEED competition**

**Date:** 8/12/2015 8:01:33 PM

**City/State/Zip:** Alpharetta, Georgia 30004

**Company Complaining About:** Comcast

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## **Description**

Please change the rules to open up competition in the broadband market.

Comcast is killing me with Data Caps and poor service. All this would go away with cpmpetition.  
Comcast would be forced to play fair

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[Ticket: # 465230 - Data caps on Comcast internet](#)

**Date:** 8/12/2015 9:54:32 PM

**City/State/Zip:** Fairburn, Georgia 30213

**Company Complaining About:** Comcast

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## **Description**

Comcast have a fix data caps of 300GB per months per house hold policy in Atlanta area, if I go over it even by 1GB we have to pay \$10 again if I use another 50GB. That may seems a lot of data at first, however I also have two roommates who also use a lot of internet data to watch movie on Netflix or Twitch.tv, I also use a lot of data to download games are brought from Steam store. I am filing this complaint because I do not think it is fair for Comcast to charge the customer more because one household used more data then other household and try to limit data usage.

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**Ticket: # 465368 - Comcast Data Cap**

**Date:** 8/12/2015 11:21:45 PM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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## **Description**

Hi,

I live in Georgia and have an issue with Comcast data cap of 300gb. Recently they have been charging me for overages on my internet usage that I know I don't use that often. They have been misreading the usage on purpose and were refusing to look into it which they were. I have called several times and they provide no solutions or accurate data on how I am over using my data. I have even gone through lengths of turning off my modem and router for 18-20 hours every day and use internet for a few hours. Yet I still have overages. I even thought maybe it's my router, so I bought a new one and guess what, nothing has changed. So that leads me to accusing that Comcast has not been accurate on their data meters and they are over charging me every month.

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**Ticket: # 465741 - Comcast Data Caps**

**Date:** 8/13/2015 10:40:11 AM

**City/State/Zip:** Woodstock, Georgia 30189

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps in the Atlanta market are unreasonable and penalize users who wish to forego their pricey cable packages and stream content via a Roku or other streaming method. We stream content as a sole means of TV watching and 10 days into our plan they claim we've used 3/4 of our 300GB data cap.

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**Ticket: # 465754 - Data Cap**

**Date:** 8/13/2015 10:42:08 AM

**City/State/Zip:** Radford, Virginia 24141

**Company Complaining About:** Shentel

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## **Description**

My local internet company has introduced data caps which force customers to make entertainment choices that favor their other services. As netflix and other over-the-top video service options become more prominent, cable providers are trying to limit customer choice by imposing data caps that punish customers for utilizing these online options. The company claims this is so "Customers can use this information to understand their bandwidth usage to determine if they have subscribed to the proper package" when the packages were working for customers without a cap. It's convenient that suddenly I'm on the wrong package for my needs when my needs involve not paying for cable video services. This cap and magically be increase, however, if I'm willing to pay extra money. This is solely a money grab by the local company that has no broadband competition. Please regulate these types of caps to help maintain an open internet.

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**Ticket: # 466274 - Shentel Pricing and Data Capping; Stability**

**Date:** 8/13/2015 1:25:17 PM

**City/State/Zip:** Radford, Virginia 24141

**Company Complaining About:** Shentel

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**Description**

Shentel Communications in Southwest VA has multiple problems.

First of all, their pricing is nearly double similar services in surrounding areas. They get away with charging such an insane amount in this day and age by being the only non-DSL provider in their service area.

For example, for a 25Mbps connection, Shentel charges \$99 monthly. Comcast, meanwhile, in the next town over, only charges \$45.

The divide increases the faster you go. Shentel costs \$200 for 100Mbps, while Comcast costs \$78 for 150Mbps.

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On top of this, Shentel applies data caps to their product. As a user of online services such as Netflix, Xbox Live, and Playstation Network, I find this needlessly restrictive. I cannot allow my devices to update on their own. I cannot purchase digital games, which now top out at 50GB. I am afraid to watch much Netflix, because I would reach my cap rapidly.

Shentel is a multi-faceted company, and applies these caps to force users into purchasing their Television services. It is unfair and anticompetitive.

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Lastly, my service in Radford, VA is horribly unstable. I will often drop to under 1Mbps in speeds for various periods throughout the day.

I have only lived in Radford for 3 months, and as an IT professional and online gaming enthusiast, I regret it because of the terrible excuse for service Shentel provides us with there.

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[Ticket: # 466796 - Comcast data cap](#)

**Date:** 8/13/2015 3:44:28 PM

**City/State/Zip:** Huntsville, Alabama 35810

**Company Complaining About:** Comcast

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## **Description**

To whom this may concern,

I've recently become a customer of comcast. Only a couple of weeks of using i realized there was a 300 GB data cap. Fortunately there are other internet options in my area so it's easy to take my business somewhere else. However, i'm highly disappointment this bullet point which should be front and center on there plans to allow us consumers to make a health discussion to become a customer. As a result additional time will be wasted to move services. This is unacceptable from a company this large and i can only believe it was done deceitfully and maliciously. Moving forward unless there are the only option for an ISP i'll will strongly not consider their service nor recommend it to and colleagues, friends, or relatives.

Thank you for your time.

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**Ticket: # 467016 - extorted into paying overage fees due to data cap**

**Date:** 8/13/2015 4:47:46 PM

**City/State/Zip:** Charleston, South Carolina 29412

**Company Complaining About:** Comcast

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## **Description**

I live James Island in Charleston, SC where the only available internet service providers are Comcast and AT&T, both of which have data caps. I went with Comcast due to the better reviews. However, I'm reaching the 300GB data cap and it's not even halfway through the month yet. I asked them for more options and they said "sorry, we do not provide any packages with greater than 300GB data cap and you will have to pay 10 dollars for every 50GB over it." Considering I'm an avid gamer/online streamer I find this very frustrating and even in the grounds of extortion. Could you help me in this issue? Is there any way the data cap could be removed? I'm stuck in a ditch because I'm under a leasing contract and I cannot move into another area.

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[Ticket: # 467814 - Data Cap - Comcast](#)

**Date:** 8/13/2015 11:49:59 PM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** Comcast

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## **Description**

I believe it is a violation of the new Open Internet rulings to impose a data cap from a Cable provider. This limits our ability to stream video from services such as Netflix, and imposes a cost upon us if we exceed our allotted Data Limit.

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**Ticket: # 468098 - Comcast data cap 2**

**Date:** 8/14/2015 10:34:12 AM

**City/State/Zip:** Smithville, Tennessee 37166

**Company Complaining About:** Comcast

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## **Description**

I recently filed a complaint over the comcast data cap policy and am filing another due to my cap being reached within 2 weeks of the start of this billing cycle. After speaking with comcast I was given the runaround stating the data cap is to "ensure all customers receive quality service". However most developed countries have networks far more capable than ours and I fail to understand how an unnecessarily small data cap effects performance for anyone. I was told there was nothing that could be done to alleviate this issue because it is a comcast policy. This behavior is unethical at best. At worst it is detrimental to the growth of this country to allow companies like comcast to monopolize areas and punish consumers for simply wanting to utilize their services. Comcast needs to be forced to drop the data cap or fined into oblivion for treating their customers like trash. Most areas have no option but to use them because they effectively monopolize an area. Last I heard monopolies were illegal in this country. I will continue to file complaints until a reasonable solution is provided.

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[Ticket: # 468348 - Comcast data caps](#)

**Date:** 8/14/2015 11:57:07 AM

**City/State/Zip:** Marion, Arkansas 72364

**Company Complaining About:** Comcast

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## **Description**

The data cap "trial" by Comcast is a complete farce. It is nothing more than a money grab. As two of our household members are able to do more work from home and the third is a full time student, this data cap is extremely limiting. As the price of data storage and transmission continues to drop, a 300 GB data cap is out of place in today's connected world.

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**Ticket: # 468634 - Shentels oligopoly**

**Date:** 8/14/2015 1:26:23 PM

**City/State/Zip:** Radford, Virginia 24141

**Company Complaining About:** Shentel

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## **Description**

Starting in May of 2015 Shentel incorporated data capping on Internet usage. Not only has this severely bankrupted the customers but forces users to upgrade in order to have access to more of the Internet essentially. They have put a cap on how often you can visit the park in my mind. I use the Internet not only for entertainment but for work and school as well. Shentel is the only provider due to them paying off their competitors in order to keep their prices ridiculously over priced. The lowest package that most first year students buy is the 10mbps package that allows you to look at 300gb of the Internet. That's not even enough to download a full weeks worth of hw assignments or slides from the professor. This package cost 60\$. 15mbps is 80\$ With 400gb of allowance. 25mbps 100\$ with 500gb and so on. This is unacceptable for a rural southern Virginia town. Compared to the prices around the world we pay x2 more than average with capping! Many people have complained even filed complaints but nothing is ever addressed nor given thought. This on top of their barley ok service that goes out on a regular and frequent bases. They charge 50\$ per visit and have horribly trained techs that make matters worse and never make appointments on time. If another provider was available everyone would leave this company flat out.

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**Ticket: # 470054 - Comcast Internet Data Limit**

**Date:** 8/14/2015 10:15:39 PM

**City/State/Zip:** Huntsville, Alabama 35806

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer and have recently discovered and researched their "data cap" of 300 GB per month. I live in the Huntsville AL area and just discovered that this practice is a "market test" for only certain areas. This is extremely unfair as they have no options for people who use their internet as their primary source of entertainment. I personally use netflix and hulu instead of my cable television and have 3 persons using the same internet plan. There is no option for customers who need more data and if we lived in a different area we would have more options or no data cap. Please stop Comcast from forcing this data cap with no options to help customers with different needs.

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**Ticket: # 470183 - False Advertising / Data Caps**

**Date:** 8/15/2015 12:56:25 AM

**City/State/Zip:** Logan, West Virginia 25601

**Company Complaining About:** Sudden Link

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## **Description**

For years I have been paying suddenlink for a specific bandwidth speed for my cable internet connection. The bandwidth (bytes per second) is all that is advertised by suddenlink. It has been my belief and the belief of most other customers that we may download as much content as we desire during a month, and that the only restriction imposed is the bandwidth tier (speed) that we subscribe to and pay for. However, this month it appeared on my suddenlink bill that I have gone over my "limit" and that I will incur fees if I do so again. After speaking with suddenlink on the phone, I was lied to and told that data caps have always been in place, and that if I download more than 250GB of data next month I will be fined \$10 per 50 GB of data downloaded.

As an electrical engineer who designs communication systems for a living, I know that there is no need for the cable company to limit or cap the amount of data transferred by a specific customer. If that customer is promised a specific transmission rate then that customer should be entitled to use that transmission rate as often as they like. If the cable company doesn't have the infrastructure to support all customers using the bandwidth they are paying for at the same time, then they should not be advertising as such and the advertised bandwidth tiers should be reduced to what the cable company can realistically support.

Usage fees as commonly imposed by utility companies for water, electric, gas, etc have no place on wired broadband services. Cable company executives making such an analogy is ridiculous. Physical elements are not being consumed.

We are paying for a connection and bandwidth, but the bandwidth we are receiving is not what the cable company is advertising if data caps are imposed.

Satellite and cellular service providers are much different from wired broadband. They typically do not promise a bandwidth, as a bandwidth cannot be guaranteed. Their plans are based on amount of data transferred. With wired broadband infrastructure, the bandwidth per connection can be allocated and guaranteed. We pay for a specific bandwidth and should be able to use it as often as we like and whenever we like. There is no need by the cable operator to impose data limits or caps.

There are only two reasons why a cable company would impose limits:

1. They do not have the infrastructure to support the bandwidth allocations they are advertising and selling to customers.
2. They are restricting content from content-heavy companies such as Netflix with whom they are in direct competition. This is the most likely reason.

Im sick and tired of monopolistic service providers such as suddenlink forcing consumers to pay them ridiculous amounts of money to access critical services. In this day and age we are all digitally connected, and with each year that passes, digital content becomes increasingly more rich. The 250GB limit that suddenlink has now put into place will be easily surpassed in just a day or two by any typical household, forcing the vast majority of customers with even basic tier Internet to pay heavy fines or be unable to access critical Internet services.

These are the issues that need addressed by net neutrality laws to protect the citizens of this country.

I hope that my time writing this complaint will not have been wasted and that this will be read and considered. My beliefs are shared by most if not every other subscriber. Most just don't take the time to file a complaint or don't know how.

Respectfully,

(b) (6)  
Logan, WV

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**Ticket: # 470462 - COMCAST DATA CAPS**

**Date:** 8/15/2015 12:50:17 PM

**City/State/Zip:** Fairburn, Georgia 30213

**Company Complaining About:** Comcast

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## **Description**

The data caps that comcast uses are out dated and unfair. Within 14 days they have told me that I used more than the 300 gb limit and informed me that I will be getting charged 10 dollars for every 50 gb used until the start of the next calander month. Not only do they have excessive overage charges, but the way they calculate data usage is inconsistant and unreliable at best. Upon asking if I could pay more money for a signifantly higher cap I was told that is impossible. I live in an area where comcast is the only highspeed internet provider, they have swallowed up all of their competition and effectively monopolized the are. Because of that they are able to charge as much as they wish and their customers to outdated rules creating arbitrary numbers to cap my data.

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**Ticket: # 470760 - Comcast Data Cap and unreasonable overage fees**

**Date:** 8/15/2015 4:35:25 PM

**City/State/Zip:** Cumming, Georgia 30028

**Company Complaining About:** Comcast

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**Description**

I live in the Atlanta area and I am struggling to figure out what to do with the Comcast data cap. Comcast is the only high speed internet service in the area I live in. I am constantly reaching my data allowance of 300GB / month. Its just middle of the month and I can see the data meter provided by Comcast hiking well beyond the 300 GBs. This month I am going to start been charged a fee for every extra 50 GBs. What am I supposed to do? stop watching Netflix and streaming video? sounds like a Net Neutrality violation to me. Stop using Apple iCloud synchronization service for family pictures and documents? Stop taking my online classes?

This whole data cap makes me angry and is unreasonable. They only get away with it because they have exclusivity in most areas they serve.

Please do something about the data cap Comcast imposes in many markets. It is a very effective weapon in their arsenal against other providers of content and services on the internet.

Thanks in advance,

(b) (6)

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**Ticket: # 471175 - BAN DATA CAPS**

**Date:** 8/16/2015 10:10:17 AM

**City/State/Zip:** Sausalito, California 94965

**Company Complaining About:** AT&T

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### **Description**

AT&T DSL internet have enforced DATA CAPS which are outrageous meaning it limits our internet use considerably. Comcast, ugly fat faced DAVID COHEN, CEO insists he can do anything he wishes regarding DATA CAPs. Hands off the internet, how dare these companies rip off the public as the internet is not theirs to limit, throttle, data caps or even charge. FCC stop this indecent practice !

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**Ticket: # 471305 - Comcast Data Cap**

**Date:** 8/16/2015 1:01:31 PM

**City/State/Zip:** Mobile, Alabama 36619

**Company Complaining About:** Comcast

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## **Description**

I attempted to move to an internet-only household only to find a measly 300 GB data cap. I have a 75+ mbps internet plan to take advantage of HD content. Now, I must restrict usage or go back to SD content just to keep usage down. There was no point in having the higher data speeds if usage must be capped at 300 GB. This is only an attempt by Comcast to discourage cord-cutting and does nothing to foster greater diversity in the cable-alternative market. At the very least, Comcast should raise caps for higher bandwidth plans, which people pay for with the increased expectation of higher data usage to begin with.

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**Ticket: # 471555 - Data Cap**

**Date:** 8/16/2015 6:14:47 PM

**City/State/Zip:** Kingston, Tennessee 37763

**Company Complaining About:** Comcast

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### **Description**

Comcast has an absurd data cap and a monopoly over the Internet in my area. Internet usage should be considered a public utility in the modern time. I am a Twitch Live streamer and always have to stream less and cut my potential income drastically for fear of going over this cap and having to pay egregious overage charges.

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**Ticket: # 471686 - Data Cap**

**Date:** 8/16/2015 9:05:15 PM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Comcast

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## **Description**

I was never told of the data cap when I signed up Comcast Xfinity. I am outraged that they are never giving me a data cap of 300GB a month. That is ridiculous! I work from home and stream all my media. I easily go over 300GB a month. If Comcast had told me about the data cap I would have never signed up with them.

I have already reached out to Comcast and they gave me the usually round about and BS. And kind of "apologized". After researching more, I found out that they are not required to disclose the data cap, I have even looked through my contract. There is no mention of a data cap. This should be a crime, I never agreed to a data cap!

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**Ticket: # 471780 - Data Throttling**

**Date:** 8/16/2015 11:48:02 PM

**City/State/Zip:** Harvard, Illinois 60033-9625

**Company Complaining About:** Cyberonic Internet Communications (cyberonic.com)

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## **Description**

I was told over the phone by someone at Cyberonic that, if I went over the "soft data cap" of my Unlimited internet connection, that I may or might be throttled or suspended. I'm sending in this complaint because, as far as I know, throttling is now illegal.

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**Ticket: # 471807 - Data Caps**

**Date:** 8/17/2015 1:42:05 AM

**City/State/Zip:** Corryton, Tennessee 37721

**Company Complaining About:** Comcast

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### **Description**

Comcast charges data overages in order to keep streaming services from being used. They have massive markup on their internet and added data caps when I was promised unlimited internet by their employees when I signed up. It is a fleecing of the American people. I don't have any options but 3mgs AT&T internet which is unusable except for emails.

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**Ticket: # 471869 - Comcast Data Cap**

**Date:** 8/17/2015 8:33:00 AM

**City/State/Zip:** Buford, Georgia 30519

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the arbitrary data cap of 300GB that Comcast imposes on its customers in my area (Buford, GA). With a family of five who are regularly connected to the internet doing online school and watching Netflix/Amazon Prime, we regularly exceed the data cap by 100GB and are forced to pay \$20 or more in additional fees each month. In all fairness, I knew about the 300GB data cap when I signed up for the service; however, I was given the impression that I could upgrade to a higher tier of service with a higher data cap after a few months if it was not enough. When I first called to upgrade my plan in order to receive a higher data cap, I was upgraded to the next higher package by a phone representative and notified my cap would be increased to a higher level. I thought the issue was solved but later I received a notification that all of the different tiers of service have the same data cap of 300GB and I would be returned to my previous tier of service. This does not make sense because with higher speeds, you will reach the arbitrary 300GB cap much quicker, making the service much less useful. It makes very little sense to pay for a higher tier of service which is supposed to be for people who have a higher requirement for bandwidth when you will reach your data cap much more quickly than when you paid for slower service. Secondly, it stifles competition by forcing us to not watch movies and other streaming video from online streaming video competitors Netflix and Amazon Prime, even though I am paying for internet and cable service from Comcast. Having this 300GB data cap actively encourages us not to watch competing streaming video services. I am not asking for Comcast to give me free service as I am perfectly willing to pay for the service I receive-- I am merely asking for them to raise the data caps to a more reasonable level for a normal family of five that is connected and wishes to use other online streaming services which I am paying for but am forced to restrict the usage of (Netflix and Amazon Prime) in order to avoid paying Comcast what is tantamount to a supplemental fee for it. It is my understanding that this is a trial period for the data caps anyhow, yet the practice has continued for more than two years now.

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[Ticket: # 472255 - Comcast Data Caps](#)

**Date:** 8/17/2015 11:38:55 AM

**City/State/Zip:** Knoxville, Tennessee 37909

**Company Complaining About:** Comcast

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### **Description**

I work from home, and the comcast data caps imposed in my area are unreasonable. I pay \$110 a month for the fastest internet speeds which only comes with 300gb of data. Last month I was charged \$210 EXTRA on my bill because I went over on my Data.

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**Ticket: # 472310 - Internet Data Cap**

**Date:** 8/17/2015 11:57:22 AM

**City/State/Zip:** Southaven, Mississippi 38671

**Company Complaining About:** Comcast

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## **Description**

In the past year Comcast has retroactively applied a data cap to my service of 300 gb. This was not in place for the first two years of service and is now a hinderance to my internet use as I am constantly worried about being charged for additional data.

These usage caps are simply a sign of the lack of competition in my area. There is also no visibility in these "usage meters" so I have no way to determine how accurate the meters are, or what the majority of the traffic is to curb the issue.

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**Ticket: # 473026 - Comcast Data Cap is anti-consumer and anti-net-neutrality**

**Date:** 8/17/2015 3:19:22 PM

**City/State/Zip:** Duluth, Georgia 30097

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap is clearly anti-consumer and violates the spirit of net neutrality. It is in consumer's interests nationwide that the FCC exercise its empowerment under Title II to enact regulation that prevents arbitrary data caps such as Comcast's 300GB "market evaluation" ceiling.

Comcast provides an anti-competitive incentive to customers to use its own video streaming (which, when implemented, won't count against your data, surprise!) and television services by enforcing a data cap that is used by competing video streaming services such as Netflix and Hulu.

The cap is not a technical necessity for network maintenance as is evident from representations from Comcast employees (<https://twitter.com/jlivingood/status/632177747469725696>); it is a sleazy business practice designed to exploit consumers with no other alternatives. Comcast is penalizing the usage of the speeds consumers are paying to access and encouraging the adoption of Comcast's own services.

Again, FCC, consumers are calling on you to exercise your empowerment under Title II to enact regulation that prevents arbitrary data caps.

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[Ticket: # 473035 - Sham data caps](#)

**Date:** 8/17/2015 3:20:42 PM

**City/State/Zip:** Atlanta, Georgia 30315

**Company Complaining About:** Comcast

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## **Description**

A Comcast VP recently admitted that there was no technical reason for 300GB data caps--just greed. <http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

The subscription package is already expensive, this is just padding the bill. These practices need to be regulated by the FCC.

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**Ticket: # 473262 - Armstrong Cable Data Capping****Date:** 8/17/2015 4:23:32 PM**City/State/Zip:** Unit 5, Ohio 44406**Company Complaining About:** Armstrong Cable

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**Description**

Armstrong has been imposing unfair data caps on their customers and then charging them overages when those caps are exceeded. They claim that the average user only uses 66 gigs of data a month, but then have no option for those who use a large amount of bandwidth for entertainment, work, etc. They currently hold a monopoly in many areas and are forcing people to pay their unfair practices if they want Internet at all.

When my family original signed up with them, they offered unlimited Internet access. They then changed that deal overnight and gave a small warning attached to a monthly bill that their new "data capping" would be in place. The cap is limiting and ultimately forces users to seek entertainment through Armstrong's cable services or limit their Internet use.

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**Ticket: # 473309 - Comcast Xfinity Data CAP**

**Date:** 8/17/2015 4:37:59 PM

**City/State/Zip:** Old Hickory, Tennessee 37138

**Company Complaining About:** Comcast

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## **Description**

Our family uses the internet for business and entertainment. Since we started using HBO GO and Netflix we have consistently hit a 300GB data cap. We have both internet and cable tv from Comcast but they still charge us extra fees for additional data. I would switch to AT&T but they have even lower data caps.

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[Ticket: # 473329 - Data cap from Armstrong](#)

**Date:** 8/17/2015 4:46:04 PM

**City/State/Zip:** Medina, Ohio 44256

**Company Complaining About:** Armstrong

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### **Description**

Data caps of 150/200/250 gb (based on whether you sucrose to their cable/phone plans as well) are unethical. In general data caps are unethical as the isps are simply flexing their monopoly powers.

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**Ticket: # 473427 - Comcast Data Caps**

**Date:** 8/17/2015 5:13:10 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast Data caps are a gouging of the customer.

Comcast offers speeds that I have personally used to test how long it would take to reach the data cap at full utilization of the speed I've paid for. It's less than 12 hours. This is insanity.

I feel as if Comcast should choose to market their Internet in one of two ways:

1. Market the speed of the connection and you get unlimited usage.
2. Market the data cap of the connection and you get unlimited speed.

The way Comcast charges and bills now feels like they are ripping me off twice. Once because I can't even use the full bandwidth they are providing me without going over and paying hundreds of dollars in "overage" fees. Two because these data caps are only in areas in which Comcast has no competition. To my knowledge anywhere Google Fiber exists Comcast has removed their data cap to be competitive.

Just today a top Comcast Engineer noted that the data caps have no technical purpose. Meaning that their only purpose is for profits, and to stop/slow the demise of Cable.

(<https://bgr.com/2015/08/16/comcast-data-caps-300-gb/>)

Please make data caps illegal. If the FCC truly wants an Open Internet data caps must be removed. Data caps inhibit freedom of speech through limiting the amount of speech that can be transferred without massive cost.

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**Ticket: # 473442 - Data cap makes using my service impossible**

**Date:** 8/17/2015 5:16:13 PM

**City/State/Zip:** Huntsville, Alabama 35803

**Company Complaining About:** Comcast

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**Description**

I am unfortunately in an area where Comcast charges for going over 300gb of data a month. The "data cap". 300 GB is an extremely small amount of data, especially when you have a family and a child in school.

Thanks to this I am paying two times, or more, for my internet than I did a year ago. There is no technical reason or need for a data cap, it exists only to shake down consumers.

With the speed I have on my internet, the 300 gb cap can be hit in as little as 20 hours.

I am unlucky enough to live in an apartment complex that Comcast has a monopoly in, so I can not use any other ISP.

I have reached out to Comcast and asked that they change or remove my cap, and explained my complaints. I was told this was completely impossible.

I ask the FCC to step in and do something about this predatory business model.

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**Ticket: # 473446 - Data Caps - Unfair Restrictions****Date:** 8/17/2015 5:16:39 PM**City/State/Zip:** Dacula, Georgia 30019**Company Complaining About:** Comcast

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**Description**

Hello,

It's been awhile since Comcast has started a 300GB data cap in the Metro Atlanta area, but with recent improvement in speeds, these limits are becoming increasingly easy to plow through - and I do mean plow through. My family regularly streams Netflix, YouTube, online games, and downloads large files. With a 125Mbps download, 25Mbps upload speed, it's incredibly difficult to not consume upwards of 300% of our total cap. This is becoming a massive strain on us, as we pay the price when the bill comes around - as much as \$200+!

With no rhyme or reason to enable these data caps, I sincerely feel that Comcast is nickle and diming us for having faster speeds. These extra costs do not go back into better equipment, better connections, or provide 'lower monthly costs' (as they'd like you to believe).

They're simply being money grubby, with no regard for fair, unrestricted prices.

As an added bonus, their Vice President looks like Heinrich Himmler - I guess that's the look when you deprive millions of people of joy, money, and force them through a maddening corporate bureaucracy.

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**Ticket: # 473506 - Data Cap**

**Date:** 8/17/2015 5:38:48 PM

**City/State/Zip:** Prescott Valley, Arizona 86314

**Company Complaining About:** Cable One

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## **Description**

Received an e-mail saying that I surpassed a data cap of 300GB for the month. I received no warning that I was coming close to the threshold, only an e-mail stating that I had already surpassed my data allotment.

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**Ticket: # 473522 - Comcast Data Cap and Speeds**

**Date:** 8/17/2015 5:42:13 PM

**City/State/Zip:** Hattiesburg, Mississippi 39402

**Company Complaining About:** Comcast

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**Description**

Comcast imposes a 300 GB per month data cap on residential accounts in my area. Overage fees are \$10 per extra 50 GB. In a household of two where online gaming and Netflix are used fairly regularly, this cap is reached almost every month. We have started supplementing home internet with mobile data to keep costs down.

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**Ticket: # 626146 - Availability and data caps**

**Date:** 11/1/2015 5:51:22 PM

**City/State/Zip:** Savannah, Georgia 31404

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented data caps knowing there are no other high speed options available in the area. They are using their control of the area to exact unjust fees. Additionally, they allow use of their streaming services without it counting towards your data cap. This seems an attempt to skirt net neutrality laws and discourage the use of competing services such as Netflix or Sling Tv.

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**Ticket: # 626177 - Data Caps with Comcast**

**Date:** 11/1/2015 6:11:30 PM

**City/State/Zip:** North Miami Beach, Florida 33162

**Company Complaining About:** Comcast

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## **Description**

I have been with Comcast for a while now and they have provided services that are mediocre at best. However they have now added this limited bandwidth usage, calling it data caps. It is absurd how fast you can easily use 300gb, I myself used it through the first 3 days just streaming my usual stuff on Youtube , Netflix, and Hulu. Now it is obvious that is a move to eliminate that sort of competition against cable , but we the consumers suffer for it, they're telling me that when January comes I will have to dish out 30 extra dollars for a service that provides no purpose ? I already had unlimited data , so what if 70% of that people or whatever made up magic number of users they made up don't use more than 300gb, what about the other 30%? just screw us? I think that this data cap is just an easy way for Comcast to get away with free money with a company already build by tax payers.

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[Ticket: # 626180 - Complaints about data caps](#)

**Date:** 11/1/2015 6:14:18 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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### **Description**

Comcast/Xfinity has created a data cap on my internet in my zip code.

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**Ticket: # 626190 - Comcast Data Cap - Charged with no notification****Date:** 11/1/2015 6:21:45 PM**City/State/Zip:** Alpharetta, Georgia 30009**Company Complaining About:** Comcast

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**Description**

Alpharetta - GA

I recently had to call Comcast and request to be put on the "Unlimited" plan, though I had never heard of capped home internet plans before moving back to Georgia from New York City. I signed up for a Comcast Xfinity in-home internet plan and elected not to have cable TV service to save money and stream our favorite shows on Netflix and Hulu. Well, little did we know (and weren't told by any Comcast rep) that there were caps to their data. Their response was that we could have 3 months of "complimentary overages" in order to tailor our online streaming and internet usage to fit within their allotted plans. Or, we would be faced with overage fees - and seeing as I work from home - Skype calls, internet usage, and file transfers cannot be "scaled down" due to Comcast's decision to impose data caps. I have called in multiple times to ask the reason for this and try to get some clarity - every time I'm read a script on "how to check my data usage," "where to find information about my plan," and "commonly asked questions about data usage" with no mention of why we weren't told ahead of time - or why this is happening in the first place. So very frustrated! I would change providers if it didn't put me out of internet for who knows how long, and dealing with the frustration of most of these companies (and all their start-up, installation, etc) ridiculous fees is just another hassle and expense I don't need. PLEASE HELP end this issue. I've checked twitter feeds, social media and have seen the articles online about this issue. Millions of people are frustrated, and clearly Comcast doesn't care because it's one more way to guarantee a few extra bucks to cover everyone choosing not to subscribe to cable TV.

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[Ticket: # 626200 - Comcast Data Cap](#)

**Date:** 11/1/2015 6:27:16 PM

**City/State/Zip:** Tuscaloosa, Alabama 35405

**Company Complaining About:** Comcast

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## **Description**

I live in an area that Comcast has declared a "test market" for data capping, which means that when we reach the 300gb cap, they charge us exorbitantly for a parcel of data they "conveniently" sell to us. They claim it is to "improve efficiency and innovation", but it's really just an excuse to charge us for something we've already paid for.

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**Ticket: # 626204 - Comcast Data caps**

**Date:** 11/1/2015 6:28:18 PM

**City/State/Zip:** Lakewood, Colorado 80215

**Company Complaining About:** Comcast

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## **Description**

I am worried that they will expand their data caps to my area and I am enraged by the entire concept of data caps for home internet.

They are planning on violating the principle net neutrality laws by promoting their own services such as hulu and xfinity streaming by not applying the caps to those sites while essentially shutting off access to competitive services such netflix and youtube.

This is not acceptable and needs to be put to a stop before they spread their data caps to the rest of the nation.

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**Ticket: # 626207 - Tucson, Arizona - Comcast data caps...a consumer shakedown**

**Date:** 11/1/2015 6:31:15 PM

**City/State/Zip:** Tucson, Arizona 85718

**Company Complaining About:** Comcast

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## **Description**

I am one of the unfortunate many who live in Comcast's trial markets in which data caps (data allowances as they refer to them) limit customers' usage to a predetermined monthly allotment of data (350Gb) in my case. Once these data caps are surpassed, customers can "purchase" blocks of 50Gb of data for \$10 more, OR pay \$30 for the removal of the data cap.

Comcast has predictably spun this policy into one of "fairness" by limiting data hogs from congesting the network, however, anyone with any technical background, even Comcast's own engineers, know that the amount of data transmitted has negligible affect on congestion. Additionally, these sources concede that the 250-350Gb caps represent no real financial or technical watermark. If Comcast were truly implementing these policies to maintain the health of their network from dastardly "data hogs" the data cap would be much higher such as 2-3TB...OR they would limit the top end bandwidth that people are allowed to purchase. Interestingly, Comcast was more than happy to upgrade my bandwidth from 50Gbps to 105Gbps for free 6 months ago and has done so for many others in these markets. If Comcast were truly implementing these policies to maintain the "health" of their network and in the name of "fairness", why would they freely increase a user's bandwidth (again...a measure which has FAR greater impact on network congestion) whom is consistently nearing or surpassing the data cap? The answer is painfully obvious.

These data caps were strategically implemented to control consumer behavior away from traditional cable cord-cutting subscribers specifically as a way to reap additional revenue from users whom elect to receive their digital entertainment via the internet. I live in a two person household and we have no difficulty surpassing these data caps simply by using streaming services, Youtube, and online gaming. We both have full time jobs and are only use the internet for our entertainment between 4-6 hours each day, but according to Comcast we are "heavy users". This is ridiculous.

Comcast continues to cite that 8% of users meet or surpass the data caps, however, they don't tell you what additional ratio of their customer population whom curb their internet usage each month and reach 90-99% of their data caps in an effort to prevent being charged overage fees. This problem will continue to get worse as the fidelity of online media continues to increase from 1080p to 4K and beyond.

Like many Americans I have no other competing service available to me and it's lucky for Comcast that I don't because I would gladly pay more for a moderately lower speed connection from a company which eschews data caps, but none exist. These local monopolies exist due to Comcast's deep pockets and political influence preventing such competition. This lack of competition in many markets is what allows Comcast to get away with these abusive consumer practices and must be addressed by the FCC. Comcast is too big to exist, has too much political influence, and continues to extort more and more money from customers while providing increasingly inferior product. As a Title II common carrier, the FCC must regulate Comcast and it's peers and address data capping practices which are the latest in many anti-consumer policies which threaten America's digital future of America.

PS. I have addressed this issue with Comcast before and was basically told "too bad this is our policy now". I will continue to complain to the FCC regarding this issue until regulation is enacted upon Comcast and others.

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[Ticket: # 626213 - Comcast Xfinity data caps](#)

**Date:** 11/1/2015 6:35:35 PM

**City/State/Zip:** Tucson, Arizona 85745

**Company Complaining About:** Comcast

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## **Description**

I currently live in the 85745 zip code and I am subject to xfinity data caps. I hit my limit every month. Currently Comcast is the only broadband internet provider that will provide service to my house. The artificial data cap limit is simply a method for Comcast to abuse their monopoly they have in my zip code. Please find a way to make them stop.

I lived in South Korea for several years; why is their internet device better in places with lower population density?

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[Ticket: # 626214 - Comcast Data Cap](#)

**Date:** 11/1/2015 6:35:54 PM

**City/State/Zip:** Canton, Georgia 30114

**Company Complaining About:** Comcast

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## **Description**

Comcast is doing a trial run of a new lower data cap in my area and many others. This is very unfair and came without warning to our trial area. They will be charging as you continue over the data cap. This should be stopped immediately as it sets a very bad precedent. Please prevent this rampant expansion of swindling customers out of every penny they can.

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[Ticket: # 626259 - Comcast data caps](#)

**Date:** 11/1/2015 7:00:27 PM

**City/State/Zip:** Christiana, Tennessee 37037

**Company Complaining About:** Comcast

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## **Description**

I have recently been made aware that my comcast Internet service has been changed without my knowledge and consent to having a monthly data limit. Prior to this time, I was able to use my Internet services freely; however, I am now potentially facing additional charges to my monthly bill because of this data cap. I did not authorize any changes to my account nor was I made aware that my account would be subject to the data cap changes.

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**Ticket: # 626231 - Comcast Data Cap**

**Date:** 11/1/2015 6:49:25 PM

**City/State/Zip:** Jupiter, Florida 33478

**Company Complaining About:** Comcast

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### **Description**

The recent data cap that Comcast is adding is unfair. They know we have little to no options so they are comfortable backing us in to a corner to charge us money and take advantage of us. These large companies are bullies. Please, stand up for us small people and stop Comcast's money grab rampage.

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[Ticket: # 626252 - Data capping..](#)

**Date:** 11/1/2015 6:58:20 PM

**City/State/Zip:** Madison, Alabama 35757

**Company Complaining About:** Mediacom

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## Description

Data capping is becoming more and more prevalent in our internet providers and it absolutely destroys competition and innovation. If I want to have a family of 5 using Netflix and I have a data cap of some 1TB and we want each person to be able to stream 2 hours of television a day we go over.

That's assuming \*all we use the internet for is Netflix\*. However, we all know that isn't the case. This day and age we use it for Youtube, Netflix, Twitch for entertainment and then turn around and use it for paying our bills and keeping in touch with distant relatives/friends.

And on Mediacom I'm one of the "lucky" people. Why? Because I am fortunate enough to be able to afford to pay to \*increase my data cap\* to 1TB. If you don't pay Mediacom more money you are stuck down with a 250GB cap. That means in the example above, each member of a family gets to watch \*30 minutes of television a day max\*.

How is this not being shut down by you all at the FCC yet? This is practically extortion.

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[Ticket: # 626321 - Data Caps](#)

**Date:** 11/1/2015 7:56:33 PM

**City/State/Zip:** Midland, Texas 79705

**Company Complaining About:** Grande

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## **Description**

Monopoly cable companies are now placing data caps and charging overages? I work from home and rely on Internet to make a living. This can't be allowed.

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[Ticket: # 626284 - Comcast](#)

**Date:** 11/1/2015 7:16:43 PM

**City/State/Zip:** Powder Springs, Georgia 30127

**Company Complaining About:** Comcast

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## **Description**

Comcast implementing data caps in my home is unjust and must be stopped.

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**Ticket: # 626289 - COMCAST decided to put a 300gb data cap on internet in my area**

**Date:** 11/1/2015 7:24:51 PM

**City/State/Zip:** Davie, Florida 33331

**Company Complaining About:** Charter

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### **Description**

This is unacceptable. When asked they essentially admitted data cap is arbitrary, baited me into buying unlimited for an extra 30 dollars a month. THIS IS WHAT I INITIALLY SIGNED UP FOR!

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**Ticket: # 626306 - Data Cap is anti-competition**

**Date:** 11/1/2015 7:39:16 PM

**City/State/Zip:** Cross Lanes, West Virginia 25313

**Company Complaining About:** Sudden Link

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## **Description**

My cable company, Suddenlink Communications, has implemented a monthly 450GB data cap. While they claim this is intended to help keep users who use more bandwidth from hurting the experience of users who use less, I believe this is solely intended to punish users who watch video from services that compete with the company's cable offerings, such as Netflix, HBO Now, or Hulu.

While it is absolutely possible to use these services in moderation without running afoul of the cap, using them for any significant period of time without hitting the cap requires significantly reducing the quality of the stream (making those services less attractive, and pushing consumers toward the company's television services).

This is particularly egregious because of the effective monopoly Suddenlink has on cable internet services, a monopoly that is granted them by government regulations.

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**Ticket: # 626316 - Comcast Data Cap**

**Date:** 11/1/2015 7:50:27 PM

**City/State/Zip:** Fort Myers, Florida 33919

**Company Complaining About:** Comcast

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## **Description**

In the area that I live I only have the option of Comcast for High speed internet. While they have not implemented data caps in my area YET, I feel its unfair and not justified. No other utility would be allowed to enforce a cap on their service. That's silly. It's 2015, my access to the internet and the amount I consume should not be limited. If I lived in China then maybe I could understand that, but I don't, I live in America.

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**Ticket: # 626318 - Suddenlink Data Cap**

**Date:** 11/1/2015 7:53:20 PM

**City/State/Zip:** Paintsville, Kentucky 41240

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink has imposed a 350gb per month data cap on my Internet service and has been sending ominous warnings lately that I have exceeded 80% of my monthly data cap and will be subject to charges on my monthly bill if I exceed the cap too many times. This amount of data for a three-person household has resulted in rationing Internet use and has become a hinderance on our daily, digital-centric lives. Furthermore, there's little to no competition in this part of the country. All the competitors with Internet available for my household have similar data restrictions. I urge the FCC to reign in this greedy usage-based billing as soon as possible, as it threatens the very fabric of a free and open Internet.

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**Ticket: # 626339 - Comcast Data Cap**

**Date:** 11/1/2015 8:10:43 PM

**City/State/Zip:** Tallahassee, Florida 32303

**Company Complaining About:** Comcast

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## **Description**

I recently discovered a data cap (currently not being enforced) on my comcast account. I believe this is a poor business practice and implementation should not be permitted. At the end of the month, I had passed the data cap without doing anything particularly bandwidth taxing. This tells me my regular usage that I have paid for in the past would be essentially taxed by comcast beyond my monthly service payment.

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**Ticket: # 626348 - Data Caps**

**Date:** 11/1/2015 8:18:49 PM

**City/State/Zip:** Huntsville, Texas 77340

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink communications imposes illegal data caps on their cable internet service. This practice serves no purpose other than providing the Carrier with another means of generating additional charges. The internet should be provided regulated like any other utility.

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**Ticket: # 626350 - COMCAST DATA CAPS**

**Date:** 11/1/2015 8:19:19 PM

**City/State/Zip:** Nashville, Tennessee 37206

**Company Complaining About:** Comcast

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## **Description**

Hello there,

I'm just you're average American millennial. I'm sure you've gotten other complaints about Comcast's new trial of data caps to certain customers. The only people that are affected are people who have abandoned cable as ways of consuming media. It's only a small percentage of us but we still deserve to not be marginalized for trying to escape the clutches of information suppression. There is no difference in sending 300Gb of data than sending 1Tb. This is an attack on a human right. I hope you do the right thing and investigate this.

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[Ticket: # 626353 - Data caps being enforced in my area](#)

**Date:** 11/1/2015 8:20:17 PM

**City/State/Zip:** Miami, Florida 33155

**Company Complaining About:** Comcast

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## **Description**

I've recently become aware that Comcast began implementing a 300GB data cap in my area as of October 1st. Please look into this, as it is clearly an abuse of their monopolistic hold of my city. These data caps do not exist in areas where they have competition from companies like google Fiber and likely never will be. It is clearly an attempt at punishing streaming of tv programming, as 300GB is enough to do everything but stream content.

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[Ticket: # 626357 - Comcast data caps](#)

**Date:** 11/1/2015 8:22:49 PM

**City/State/Zip:** Statham, Georgia 30666

**Company Complaining About:** Comcast

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## **Description**

Comcast has added a data cap to my service. There is no mention of this cap on their website, on my bill, in the paperwork of my contract, nor in the phone call when we were setting up our agreement. Comcast is the only cable/internet provider in my area. As they have been allowed to set up a monopoly the consumer has no power to help create a market where consumers can help control fair prices and services by going to a competing business.

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[Ticket: # 626374 - Comcast data cap for broadband internet](#)

**Date:** 11/1/2015 8:36:35 PM

**City/State/Zip:** Decatur, Georgia 30033

**Company Complaining About:** Comcast

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## **Description**

Comcast has changed our service to include a data cap, without notifying us. We have no other broadband providers in our area - if we did we would switch immediately. Comcast is a monopoly and needs to be better regulated.

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[Ticket: # 626384 - ISP Data Caps](#)

**Date:** 11/1/2015 8:47:24 PM

**City/State/Zip:** Scranton, Pennsylvania 18504

**Company Complaining About:** Comcast

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## **Description**

Data caps are unacceptable as many of us do not have multiple options for ISP

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**Ticket: # 626391 - Cable One - Data caps**

**Date:** 11/1/2015 8:49:25 PM

**City/State/Zip:** Sherman, Texas 75092

**Company Complaining About:** Cable One

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### **Description**

Cable One has implemented data caps while increasing the bandwidth. The increased bandwidth allows me to go over the data cap much faster. This means I cannot meaningfully use the faster bandwidth since it would result in data overages.

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[Ticket: # 626394 - Comcast Data Cap](#)

**Date:** 11/1/2015 8:49:54 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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### **Description**

I wish to complain about the Comcast Data Cap. I have no other options for providers of internet where I live. The data cap limits what I can do online and should be illegal.

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[Ticket: # 626401 - Broadband data caps should be illegal](#)

**Date:** 11/1/2015 8:53:54 PM

**City/State/Zip:** White Haven, Pennsylvania 18661

**Company Complaining About:** Metrocast

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## **Description**

Hello,

I am a subscriber of the ISP Metrocast. I have no alternate options, I pay a large sum each month for their fastest Internet package. Yet I can only use 350GB each month or else after repeat offenses they will require me to have a commercial plan.

I live in a rural area. There are no network issues if I use more than the average consumer. This anti consumer practice of data caps needs to be made illegal asap. It is not right that I pay for the service but they get to choose how much of it I use.

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[Ticket: # 626405 - Internet Dat Caps](#)

**Date:** 11/1/2015 8:58:04 PM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## **Description**

The data caps that are placed on consumers in the Atlanta area are absurd. A house with 3-4 people will easily hit this limit on a monthly basis by streaming youtube videos daily. How is this a legal practice, and if it is legal, why is that the case? Please do something to protect consumers from the tyranny of internet providers.

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[Ticket: # 626406 - Data caps](#)

**Date:** 11/1/2015 9:02:21 PM

**City/State/Zip:** Knoxville, Tennessee 37932

**Company Complaining About:** Comcast

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## **Description**

Comcast is applying a low data cap of 300 gb to take more money from consumers for conducting normal everyday activities on the Internet (streaming video, downloading games, etc).

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[Ticket: # 626414 - Comcast Data Cap Trial](#)

**Date:** 11/1/2015 9:09:04 PM

**City/State/Zip:** Dallas, Georgia 30157

**Company Complaining About:** Comcast

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## **Description**

My area was recently added under the Comcast/Xfinity data cap trials. This was done outside of our agreed upon contract and without previously informing me of the decision. My isp service was affected by this decision, and it appears to be unlawful.

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**Ticket: # 626435 - Broadband Data Caps**

**Date:** 11/1/2015 9:18:40 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17112

**Company Complaining About:** Comcast

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## **Description**

I find it disingenuous that Comcast is starting to impose trial 300gb data caps in some areas under the guise of 'fairness' to customers. Comcast has no shortage of bandwidth, as proven by their constant sales pitches to me, as a customer, to upgrade my speeds (at great cost). What's happening here is Comcast is trying to cripple competing video streaming services in areas where they have a virtual monopoly on high-speed internet. Please put a stop to these monopolistic practices that impede competition.

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[Ticket: # 626436 - Internet Data Cap](#)

**Date:** 11/1/2015 9:18:49 PM

**City/State/Zip:** San Mateo, Florida 32187

**Company Complaining About:** AT&T

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## **Description**

My internet service provider (ATT) in San Mateo, FI has imposed a data cap at 150gb. There is currently no other internet service provider in this area that will service my home. I was not made aware of this limit cap nor was I told beforehand that my bill would be significantly higher last month for my usage.

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**Ticket: # 626440 - Comcast data caps**

**Date:** 11/1/2015 9:20:18 PM

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

**Company Complaining About:** Comcast

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## **Description**

I am in one of the zip codes affected by Comcast's relatively new data cap trials (zip 37217).

Comcast's data caps are disturbing and unnecessary — a blatant cash grab in areas that have little to no alternative. Comcast's VP (b) (6) has stated previously that he has no idea why Comcast is implementing data caps to cash in on people who utilize lots of internet activity (I work from home and stream in my free time), which further begs the question as to what their future plans are for restricting internet access to its own currently subscribed customers.

I am already paying for high speed internet service, plus various dubious fees with vague names they tack on every month. It's an incredibly shady practice from a notoriously untrustworthy ISP.

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**Ticket: # 626442 - Suddenlink Data Cap**

**Date:** 11/1/2015 9:22:42 PM

**City/State/Zip:** South Charleston, West Virginia 25309

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink has started enforcing a 250 GB a month data cap. They are charging \$10 for every 50 GB over the cap. With services like netflix and a decent sized household it's very easy to hit the cap half way through the month.

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**Ticket: # 626452 - Data Cap Response from Comcast**

**Date:** 11/1/2015 9:30:35 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast responded to my last complaint regarding data caps in a completely unsatisfactory matter.

Their explanation as to the "innovative usage-based billing" was so that they can "relieve lighter users from paying the same price as heavier end users".

I don't know how else to say this... but that's obviously a lie. Anyone who has EVER used Comcast knows this billing practice is merely a money grab. Let's take a look at how much money one saves by being a "light user", per Comcast's own pricing:

Blast, non promotional rate in Atlanta GA

<5GB: \$73

5-300GB: \$78

425GB: \$98

That's right... they will give light users a whole \$5. Five dollars. Otherwise, a user is on the base rate of \$78. How can Comcast justify this? Its obvious data caps do not exist "to relieve the light user".

FCC, PLEASE DO SOMETHING. This is a monopolistic practice.

They also noted that "a Comcast security assurance technician made several attempts to contact [me]". Yes... its a wonder I don't pick up the phone when I see Comcast on the caller ID when Comcast robocalls me every time I go over the data cap.

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**Ticket: # 626454 - Comcast is enforcing a 300 GB data cap.**

**Date:** 11/1/2015 9:31:26 PM

**City/State/Zip:** Miami, Florida 33184

**Company Complaining About:** Comcast

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## **Description**

Salutations,

I'm complaining about the unreasonable data cap that was enforced recently by Comcast in my area of Miami, FL.

There are three specific reasons why I find this sudden data cap to be unreasonable.

1. I feel as if it is being used to deter streaming of video content. I've noticed that among my friends and family, only those that consistently watch video media are the ones that are paying extra because of this data cap.
2. The data cap is unreasonably low. 300 GB is not a lot of memory by today's standards. Aside from videos - music, modern websites, and video games are among the most popular commodities being downloaded or streamed and frankly 300 GB is akin to saying an almond is suffice food for lunch. This really is ridiculous.
3. The final reason this data cap is unreasonable is because there was no warning ahead of time notifying end users of the change. It just happened one month to the next when the bill arrived.

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**Ticket: # 626457 - Data Usage Caps**

**Date:** 11/1/2015 9:33:22 PM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** Comcast

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## **Description**

I am currently under a data cap on Internet usage at the mercy of Comcast. Due to their ownership of television programming from which they profit via advertising, they have implemented data usage caps to discourage use of other video programming such as Netflix. The incredibly low cap of 300GB is unreasonable, and I do not have the freedom to switch to another Internet provider, as there is no other provider with reasonable broadband speeds in my area. I feel that the data caps are a result of Comcast abusing their monopoly to further their revenue streams. Please consider policies that would ban data caps and encourage the spread of low-cost fiber networks.

Regards,

(b) (6)

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**Ticket: # 626461 - Local Comcast Data Cap**

**Date:** 11/1/2015 9:34:33 PM

**City/State/Zip:** Savannah, Georgia 31419

**Company Complaining About:** Comcast

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### **Description**

Comcast has a data cap in place of 300GB a month, I dont pay for cable, but do pay for Netflix and Crunchyroll which I stream everyday.

This cap is low enough that with my regular viewing habits we hit our cap every month which makes me feel like they are imposing this cap to limit our options to choose from besides their cable.

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[Ticket: # 626504 - Terrible data usage caps on our Internet](#)

**Date:** 11/1/2015 10:00:22 PM

**City/State/Zip:** Chapmanville, West Virginia 25508

**Company Complaining About:** Sudden Link

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## **Description**

We have had Suddenlink for a few years now, since about 2012 I think. They NEVER charged us for usage before the past few months. Now they want to try to charge us for going over their VERY SMALL data cap. We on average go over 500GB. I play video games which require me to download patches and other things to make them work, as well as having to download the games themselves, which can be well into the 50+GB range. The fact that my ISP is trying to rob us of money now for going over the "data usage cap" they NEVER warned us about...is criminal. We don't want to have to pay for internet and also pay for how much we use when we always use the same amount. My mother is on disability and a fixed income, she can't afford the overcharges they are trying to institute.

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[Ticket: # 626559 - Comcast data caps](#)

**Date:** 11/1/2015 10:37:48 PM

**City/State/Zip:** Nashville, Tennessee 37220

**Company Complaining About:** Charter

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## **Description**

Comcast's data caps are unfair and they're strongarming people who have no other option for service providers

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**Ticket: # 626583 - Comcast and similar providers abusing monopolies**

**Date:** 11/1/2015 11:03:14 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

Comcast for me in particular, and all the other major internet providers are abusing their monopolies over the areas they service with internet service to extort excessive fees against anyone wishing to access the internet, which has become a major staple of modern society. They're taking advantage to crush innovation and competitors while taking as much money from their customers as possible for the least service, leaving them with no alternative.

They validate this by instigating arbitrary data caps and using faux science to claim they're necessary on a network that can easily handle them, magically coming out with better service where ever Google begins to expand, demonstrating they're gouging to begin with. And they generally have neglected the infrastructure updates they were suppose to make with government funding while at the same time working hard to use government lobbying to shut down better services, such as their attack on the municipal fiber network Chattanooga Tennessee has been developing.

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[Ticket: # 626586 - Comcast Data Cap](#)

**Date:** 11/1/2015 11:05:00 PM

**City/State/Zip:** Atlanta, Georgia 30345

**Company Complaining About:** Comcast

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### **Description**

I think the Comcast 300GB data cap is unreasonable and goes against the nature of what, we as Americans, have come to enjoy as the "Internet."

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**Ticket: # 626590 - Verizon Wireless**

**Date:** 11/1/2015 11:07:31 PM

**City/State/Zip:** Eaton Rapids, Michigan 48827

**Company Complaining About:** Verizon Wireless

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## **Description**

My father and I live out in the country, where we can't get fiber, cable or even dsl, the only internet available to us is satellite, with that has a high ping and plans I have seen only offer 20 to 50 gigs of data, dial-up or Verizon Home Fusion, which we have but the data cap is 30 gigabytes a month, which is too small in 2015, my father also received a notification that we went through ninety percent of our data on the third day of our monthly cycle, when I hardly used the internet. I am worried that we are being scammed and more importantly, why are companies allowed to charge 120 dollars a month for internet that can be barely used at all due to punishingly low data caps, I'm asking for help on anyway you can make data caps illegal or help people in rural areas like me get options for decent internet.

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**Ticket: # 626593 - Data Cap**

**Date:** 11/1/2015 11:09:51 PM

**City/State/Zip:** Miami, Florida 33162

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently started putting a 300GB monthly data cap on our internet service. They now also started offering an "unlimited data plan" for an additional \$35 per month on top of what we already pay. This indicates that they are only doing this because they do not have proper competition in the market, and they are price gouging because of this monopoly. They should not be allowed to get away with this.

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**Ticket: # 626649 - Data Cap**

**Date:** 11/2/2015 12:11:38 AM

**City/State/Zip:** Kingwood, Texas 77339

**Company Complaining About:** Sudden Link

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## **Description**

I don't have an internet choice where I live (Kingwood, TX). The only option is Suddenlink. I choose not to have cable and use the internet to stream entertainment. Suddenlink has implemented a data cap and said that it's no big deal, nobody goes over it. I've already gone over it once. After another time, they will begin to charge me. It's not hurting them for me to use that data. It's a blatant cash grab after seeing how much wireless companies are making off of it. Something should be done to disable greedy companies like this from screwing us over. If there were any other decent ISP in my area, I would have switched providers immediately. Sooner or later, it will get worse. As quality of content improves and begins to require more data to be downloaded, they data caps will begin to pay off big time for these companies and make life difficult for all of us. Please look into doing something about this.

Thanks,

(b)

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**Ticket: # 626660 - Comcast Data Caps**

**Date:** 11/2/2015 12:15:03 AM

**City/State/Zip:** Ellicott City, Maryland 21042

**Company Complaining About:** Verizon

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### **Description**

It has come to my attention that Comcast is testing data caps in various parts of the country. This is NOT OKAY. Once a determined speed has been established with a monthly cost that should be it. Providing additional data on a service that you are already paying for does NOT cost them more, yet they still want customers to pay for additional data. Please end Comcast. Please do your best to promote competition among ISP. The future depends on this.

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**Ticket: # 626667 - The Comcast DA Shuffle****Date:** 11/2/2015 12:23:38 AM**City/State/Zip:** Coral Gables, Florida 33134**Company Complaining About:** Comcast

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**Description**

Comcast decided some number of months ago to raise the price of internet in my area arbitrarily by \$70. They were happy to waive this fee in exchange for contractually agreeing not to cancel their service for the coming year, with the assurance that the monthly price would not change.

Since then they have implemented data caps. It's important to know that we've subscribed to their service at this address since it was built, over 5 years ago. We've used the same account at other properties in the area before then. They have over a decade of data to work with when predicting our data usage.

They should have known, and more likely did know, that setting the caps where they are effectively changes the price for myself and many other consumers- well beyond their original \$70 feint.

These actions are at odds with the needs of the people and would not be tolerated on a utility. We need the internet at our home to take online high school and college courses, to research politicians, and to complain to the FCC. It isn't a luxury, it's how I go to work as a web developer. It's an integral part of American life and we (meaning you) shouldn't let it be held hostage by a company who increases prices on a whim. I'm asking \*you\* to do it because I don't have the skills or means to stop them peacefully on my own. Please! Fix this the right way, because we can't afford to leave it broken and no one wants to fix it the bloody way. But that's where we stand- if this problem goes unchecked someone will dump the tea in the harbor. And I need to stress that this isn't a threat; it's a fear. I'm scared of what will happen when people can't afford something they've come to need- either they'll take it through riots I don't want to see or they won't get it and become an uneducated, unemployed, unmotivated society I want to see even less.

WE NEED A NATIONAL INTERNET. You can start this by making internet a utility and enforcing that status, protecting citizens from price gouging and manipulative business moves that have yet to be named. May I propose, as a name for the aforementioned strategy, "The Comcast Domestic Abuse Shuffle". You give your customer a black eye with an unjustified \$70 price hike, kiss and make up with an " I'll never punch you again" contact, and then kick them until you break their bones. Unless you do something, that dance move will be all the rage pretty soon.

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[Ticket: # 626672 - Data Caps](#)

**Date:** 11/2/2015 12:31:20 AM

**City/State/Zip:** Friend, Nebraska 68359

**Company Complaining About:** Zito Media

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## **Description**

Zito Media puts data caps on their internet plans. This does not abide by open internet/net neutrality. Also, it's not well mentioned on their site about these data caps. They place them in the fine print and once you hit the data cap, they'll up-charge you.

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[Ticket: # 626691 - Comcast data cap](#)

**Date:** 11/2/2015 1:09:34 AM

**City/State/Zip:** Los Angeles, California 90031

**Company Complaining About:** Time Warner

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## **Description**

Comcast has begun experimenting with data caps for current users. While I don't use Comcast myself, I'm terrified that this will begin happening with my ISP, as well. I work in film production and move thousands of gigabytes every month. It's a necessity for my work, but I don't make enough yet to afford their inevitable pricing structure. Sure, it won't matter for most users who just check email and Facebook, but for people like me, it can be utterly devastating. Please stop them.

---

**Ticket: # 626698 - Comcast is attempting a criminal business practice on poorer customers**

**Date:** 11/2/2015 1:21:07 AM

**City/State/Zip:** Altamonte Springs, Florida 32714

**Company Complaining About:** Comcast

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## **Description**

In the age of streaming Netflix, shows, and valuable information, Comcast is rolling out new "data caps" on customers. They do NOT pay extra for their data, they are passing along false fees onto customers. People will have to pay extra for their internet. And they're currently rolling it out in poorer areas, where people work more and don't use the internet much, in an effort to justify this criminal practice.

There is NO OTHER CHOICE for internet where I am. Comcast is a monopoly, just like AT&T. I implore the FCC to please, please, PLEASE investigate these monopolies and help the American people.

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**Ticket: # 626711 - Data Caps**

**Date:** 11/2/2015 1:50:14 AM

**City/State/Zip:** Boca Raton, Florida 33434

**Company Complaining About:** Comcast

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## **Description**

Received a popup notification informing me that I have passed my data usage for the month and that in order to reach the page I was trying to go to I would incur extra charges. This has never happened before and I was not asked to consent to any data caps. They are they only cable/internet provider for my area and I feel that this random and baseless imposition is an abuse of their government sanctioned monopoly. This is clearly an attempt to raise revenue out of their existing customer base while providing no extra services.

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**Ticket: # 626736 - Comcast net neutrality violation**

**Date:** 11/2/2015 2:34:46 AM

**City/State/Zip:** Burnsville, Minnesota 55306

**Company Complaining About:** Comcast

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## **Description**

Data caps in target markets to determine backlash to high priced data caps. If this is allowed in any way, shape, or form comcast will certainly jack prices up for data caps thereby creating internet fast lanes based on our wallets. This must be punished.

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[Ticket: # 626768 - Eliminate Data Caps from internet companies](#)

**Date:** 11/2/2015 3:24:40 AM

**City/State/Zip:** Clinton, Mississippi 39056

**Company Complaining About:** Comcast

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### **Description**

Data Caps will ruin the internet experience and will cause financial harm to the consumer

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**Ticket: # 626782 - Comcast Data Caps**

**Date:** 11/2/2015 3:53:20 AM

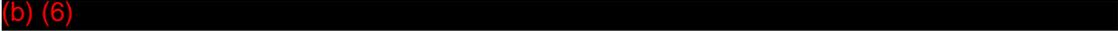
**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

I've noticed my speeds with Comcast have been severely throttled and in some cases the connection has completely gone out after a certain time. Turns out I am in a "Data usage trail"

Found here: (b) (6) 

My service with Comcast is for Unlimited internet at a specific bandwidth. Never were data caps mentioned, and I did not choose to be a part of this trail.

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[Ticket: # 626808 - Comcast imposing data caps](#)

**Date:** 11/2/2015 6:47:10 AM

**City/State/Zip:** Fort Lauderdale, Florida 33315

**Company Complaining About:** Comcast

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## **Description**

Comcast imposing data caps. This is a monopoly that is abusing the people. Comcast has all but said that these caps are a business decision, not a technical one.

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**Ticket: # 626832 - Comcast Data Cap**

**Date:** 11/2/2015 8:11:59 AM

**City/State/Zip:** Cooper City, Florida 33328

**Company Complaining About:** Comcast

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## **Description**

Comcast has been testing a data cap in my area and it is extremely restrictive. They comment on how only "8% of our users" use over 300gb a month but from all my research that 300gb is hit within the first 11-15 days of a month. We hit our Data Cap but October 11th and no will be incurring additional fees on our monthly bill. My wife and I do not have cable and stream the majority of our entertainment. We also have iPhones and iPads that we use frequently. Any communication with Comcast results in them asking if we would like to upgrade to a "Phone, Cable & Internet" package which comes out to be considerably more a month then we are currently paying. They also offer the option to pay \$30 more a month for unlimited data. That \$30 more a month for unlimited data makes very little sense to me. Now I have to pay more for unlimited data when last month I was getting unlimited data without having to pay more? Comcast is trying to salvage their Cable business but over-charging customers isn't the way to do it. I would switch to another provider but AT&T, which is the only other option in my neighborhood, has a 250gb cap. It is a lose/lose situation and we the customers are caught in the middle. Please look into these Data Cap across all existing internet companies. Embracing technology and new ideas should not be stifled behind a pay wall.

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**Ticket: # 626839 - Comcast Data Cap**

**Date:** 11/2/2015 8:22:56 AM

**City/State/Zip:** Augusta, Georgia 30907

**Company Complaining About:** Comcast

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## **Description**

I am unhappy with the data caps implemented by Comcast recently. I was not informed that there would be a data cap on my plan until I was notified that I had used almost all of my data. When I signed up for this plan, I expected to be able to use all the data I wanted. Now I am paying the same amount of money when I signed up for essentially less data.

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**Ticket: # 626873 - Data Caps**

**Date:** 11/2/2015 9:04:44 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has been using data caps down here for a good while. They don't have it nation-wide, and it's a pain in the ass. I don't know why they decided to implement them on us, when we're paying for the otherwise same service in MS that CA gets. I've gotten notifications through my browser saying I'm getting close to the cap and that they'll throttle my service, or I can pay an exorbitant amount for an extra gig.

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**Ticket: # 626896 - Comcast Data Caps**

**Date:** 11/2/2015 9:21:22 AM

**City/State/Zip:** Savannah, Georgia 31401

**Company Complaining About:** Comcast

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## **Description**

Hello,

I live in one of Comcast's internet data cap test areas. I believe this is interfering with issues of net neutrality. We are being forced to pay extra to use a service we are allowed, its like they're saying you can use all the internet you want- just fork over more money. As a customer this is a very concerning trend.

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[Ticket: # 626886 - Data usage plan trials](#)

**Date:** 11/2/2015 9:15:48 AM

**City/State/Zip:** Morrisville, Pennsylvania 19067

**Company Complaining About:** Comcast

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## **Description**

Comcast is doing trials to put data caps on customers. Anything above a specified cap (ex. 300gb) is an additional charge. Jacking up prices solely because they can get away with it is abusing their monopoly on internet service. If they're allowed to do it, other companies will do it as well.

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**Ticket: # 626888 - Comcast Data Caps Are Illegal**

**Date:** 11/2/2015 9:16:07 AM

**City/State/Zip:** Powder Springs, Georgia 30127

**Company Complaining About:** Comcast

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## **Description**

The Data Caps that Comcast have implemented in my area serve only to increase their profits while harboring no technical necessity. This is a monopolistic play directly in contradiction to the Sherman Anti Trust Act. With no access to the rise of competition Comcast is free to increase charges on consumers who choose to stream television rather than be tied to the timetable of cable. I currently have no option for internet that is not through Comcast which falls squarely under the umbrella of the Sherman Anti Trust Act. These corporate masters of greed must be fought and they must be forced to withdraw before the United States is relegated to Third World internet access. The very second another option is available I will immediately switch my service but I beg you to represent the people of this country and help us be free of usurious charges created only to increase the wealth of a few individuals. Thank you for your time.

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[Ticket: # 626892 - Comcast data caps](#)

**Date:** 11/2/2015 9:19:25 AM

**City/State/Zip:** Hephzibah, Georgia 30815

**Company Complaining About:** Comcast

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## **Description**

I live in the Augusta, GA area where Comcast is the only high speed internet provider available in my part of the city. Comcast has insituted an arbitrary data cap in my area limiting how customers are able to use their internet without incurring penalties in the form of fees. They're abusing their monopoly, by jacking up prices solely because they can get away with it. The caps are specifically targeting streamers, it is just low enough to affect streamers. It is mean to recoup what they see as "losses" from cordcutters who no longer subscribe to cable TV. As a Korean family that frequently enjoys streaming shows from Korea we have regularly received warnings from Comcast that we have reached our data limit for the month.

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**Ticket: # 626925 - Comcast Data Caps**

**Date:** 11/2/2015 9:40:13 AM

**City/State/Zip:** North Billerica, Massachusetts 01862

**Company Complaining About:** Comcast

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### **Description**

Comcast is abusing their monopolistic position to extort unreasonable and unjustifiable fees from their streaming customers. The Data Cap that they are testing in select markets is a business decision, not a technical one--and punishes streams and cordcutters.

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[Ticket: # 626933 - Comcast/xfinity data cap](#)

**Date:** 11/2/2015 9:44:50 AM

**City/State/Zip:** Dallas, Georgia 30157

**Company Complaining About:** Comcast

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## **Description**

I feel as though I am being punished for regular data use. It is not that much higher than comcasts data cap but why should I pay more just to have unlimited data as it was before. I'd gladly switch providers but no one else covers my area. I don't see this as anything but another way to get money from a poor business decision. Why punish streaming when that is how a vast amount of content is received inn the present day? Weed out competition? That is no way to build a competitive market, but rather a way to monopolize their business.

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[Ticket: # 626972 - Comcast Datacap](#)

**Date:** 11/2/2015 10:14:49 AM

**City/State/Zip:** Doral, Florida 33166

**Company Complaining About:** Comcast

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## **Description**

We received a call stating that we had reached a monthly data cap with our home internet when we weren't told anything about this when we signed up for the service. Apparently we are part of the area where comcast is testing data caps, which is not ok with us, since our internet is being throttled.

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**Ticket: # 626967 - Comcast Internet Data Usage Caps**

**Date:** 11/2/2015 10:11:20 AM

**City/State/Zip:** Baltimore, Maryland 21214

**Company Complaining About:** Comcast

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## **Description**

In some states comcast has started to implement a capped data plan and charging users a fee for the amount exceeding a user's data cap amount. This is a major issue for me because I work remotely and also rely on the Internet for my entertainment instead of having a cable subscription. In my area there are no other options for Internet that meet my needs besides comcast. While currently my area does not have the data usage cap I do not doubt that eventually comcast will be doing this everywhere increasing my and others monthly Internet bill to an unreasonable amount each month

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**Ticket: # 626970 - Comcast's Monopoly and Capping of Internet Speeds****Date:** 11/2/2015 10:12:21 AM**City/State/Zip:** Knoxville, Tennessee 37917**Company Complaining About:** Comcast

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**Description**

Comcast has begun testing the idea of data caps for people in my local area of Knoxville, TN. Not only is this ludicrous because I'm paying for service, but I'm a college student that uses the internet for both entertainment and research, so I'm on the internet fairly constantly. How is it fair to cap my speed when we know that Comcast is simply dragging its feet on increasing speeds that we have the capability of implementing? This restricts access for educational purposes and that, above all else, is criminal in my opinion. Because of the nature of my area of focus in the study of modern religions, I also spend large amounts of time conversing with practitioners of very small religious groups in the only feasible manner: the internet. Stop Comcast's attempts to further line their pockets while screwing over the consumer.

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[Ticket: # 626982 - Stop the Monopoly](#)

**Date:** 11/2/2015 10:18:23 AM

**City/State/Zip:** Knoxville, Tennessee 37916

**Company Complaining About:** Comcast

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## **Description**

Data caps on a home internet service is beyond ridiculous. Getting gutted for \$100+ a month for mediocre service is bad enough, but getting charged extra for "heavy" usage as if internet were a heavily restricted resource is madness, and a thinly veiled attempt at trying to keep a long-running monopoly breathing by cutting out Netflix and other cable alternatives.

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**Ticket: # 627008 - Comcast Data Caps**

**Date:** 11/2/2015 10:30:32 AM

**City/State/Zip:** Rome, Georgia 30161

**Company Complaining About:** Comcast

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## **Description**

The data caps that Comcast is starting to implement is only serving one purpose..greed. This idea is moving technology backwards. With all the available options of high speed internet today, the idea of limiting data is very outdated. They know they have a monopoly and also a bought congress. You are the last line of defense to make a change.

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**Ticket: # 627016 - Data Caps**

**Date:** 11/2/2015 10:34:04 AM

**City/State/Zip:** North Attleboro, Massachusetts 02760

**Company Complaining About:** Comcast

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## **Description**

This is a preemptive complaint. Comcast is rolling out these trial data caps and instead of waiting for them to try it out at my house and complaining, I'm filing now. Thanks. I understand that these data caps aren't even legal under the recently passed Net Neutrality laws anyway.

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[Ticket: # 627020 - Data Caps are Not Neutral](#)

**Date:** 11/2/2015 10:34:57 AM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are preventing me from being able to fully use certain web services. It unfairly targets those services that require more data like Netflix. I feel comcast is doing this to intentionally force its users to pay for their TV services.

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[Ticket: # 627040 - End Comcast Data Throttling and Data Caps](#)

**Date:** 11/2/2015 10:42:30 AM

**City/State/Zip:** Knoxville, Tennessee 37915

**Company Complaining About:** Comcast

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## **Description**

I am a resident of Knoxville, TN and a Comcast user. I share an apartment with two other people, and we all use the same WiFi, of course. Comcast has begun throttling our data when we hit a certain data cap, which happens quickly with three people using the same WiFi. This was NOT part of our contract. Further, this violates the FCC's own rules regarding net neutrality.

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**Ticket: # 627056 - Comcast Data Caps**

**Date:** 11/2/2015 10:51:24 AM

**City/State/Zip:** Thornton, Colorado 80229

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are a gross violation of the Net Neutrality rules. They cannot block off access to sites that aren't theirs by limiting the amount of data we can consume, but accessing their Xfinity content does not count against the data cap. This means they are acting like a gatekeeper and choosing what we can and cannot access. They must be dealt with swiftly before they can spread this to every customer.

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**Ticket: # 627075 - Comcast Data Caps**

**Date:** 11/2/2015 10:57:56 AM

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

**Company Complaining About:** Comcast

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**Description**

(b) (6)

The above link details a "Trial" for capping data on residential zip codes. I live in Murfreesboro TN (37128) and feel that placing a Data cap in any area that did not previously have one is not only unfair, but a slope towards other ISPs also enforcing such a practice for nothing more than money.

There is no evidence that usage is an issue in these areas. I have never experienced issues with my internet in the close to 4 years I have lived in this location.

I would very much so likely not be made to pay more just because I choose to watch stream only content such as (b) (6), Netflix, and Hulu as a source of entertainment that happens to use a bit of extra bandwidth.

I would also like to point out that the website above details my zip code as being part of this trial. I have received no communication regarding this substantial change.

(b) (6)

The above link also states that any sort of cap on their data is simply to gain money. There is absolutely zero technical throughput information regarding this being required or really even close to justified.

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**Ticket: # 627099 - Comcast Data Caps**

**Date:** 11/2/2015 11:04:34 AM

**City/State/Zip:** Puyallup, Washington 98371

**Company Complaining About:** Comcast

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**Description**

Comcast has already confirmed that this is a business decision rather than a technical one. They are capping people's internet usage simply for more money. This sets a bad precedence for a number of reasons.

- 1) First of all, if Comcast can get away with it all the other ISPs will decide that they can to leading once more to non-competition.
  
- 2) This also sets a bad precedent that Comcast can step all over the consumers here for something that should be classified as a utility as it is a necessity in school and work for a majority of the people. If you need internet to do schoolwork, find a job, do your regular work for a job, etc. then it should not be something totally controlled by a corporation.
  
- 3) What Comcast proposes will only exacerbate an economic gap because their prices will obviously rise if you exceed a data cap and that will make it difficult or potentially impossible for the underprivileged or poor to access the internet. As time goes on, this will only become worse as internet becomes more and more integral to society and life.

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[Ticket: # 627170 - comcast data caps](#)

**Date:** 11/2/2015 11:21:54 AM

**City/State/Zip:** Tuscaloosa, Alabama 35405

**Company Complaining About:** Comcast

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### **Description**

Comcast is trying to put data caps on my service. My service is already less than desirable and cuts out a lot, and they are the only provider for my area.

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[Ticket: # 627175 - Comcast is Testing Data Caps](#)

**Date:** 11/2/2015 11:22:56 AM

**City/State/Zip:** Sandy, Utah 84070

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be able to levy data caps on their services or otherwise limit activity based on usage. If they are allowed to do this, other companies, like mine, might follow suite.

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[Ticket: # 627190 - Comcast data caps](#)

**Date:** 11/2/2015 11:26:00 AM

**City/State/Zip:** Pooler, Georgia 31322

**Company Complaining About:** Comcast

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## **Description**

These Comcast data caps are unbelievable!!! I can use up 300gb in two weeks! I never agreed to a data limit and I don't have a choice because Comcast is the only internet I can get! It's a monopoly, and it's just a scam to get more money from people that stream video! Please stop comcast's data caps it's not right!

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**Ticket: # 627237 - Comcast data cap costing me \$\$\$ every month**

**Date:** 11/2/2015 11:39:31 AM

**City/State/Zip:** Calhoun, Georgia 30701

**Company Complaining About:** Comcast

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## **Description**

My husband and I are newlyweds and we bought our first home this summer. We had 2 choices for Internet service here: AT&T and Comcast. Based on price/speed, we chose Comcast and subscribed to a TV/Internet bundle. Beginning the very first month, we began getting alerts about going over on data... I didn't even know that was a thing. We had Charter TV/Internet at our previous residence and never had anything like this. We were never warned about the data cap upon initial subscription or installation either. We have gone over our 300GB cap every single month. I work from home in a Client Relations position where I must have access to e-mails/internet daily from 9-5. Other than that, we stream Netflix in the evenings and surf the web. No insane downloads/uploads, no media servers, no constant music or video streaming. We feel like data prisoners! We have a data cap on our Verizon phone data service and on our Comcast home WiFi. We are constantly bouncing back and forth to see which one we have more room on. I have done research and I see no reason for Comcast to impose this data cap on customers, other than pure monopolistic greed. The worst part is that we don't even have any other comparable option to leverage. I believe AT&T has data caps in our area too, and their speed doesn't compare. We are stuck and helpless.

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[Ticket: # 627249 - Comcast and their internet data caps](#)

**Date:** 11/2/2015 11:41:47 AM

**City/State/Zip:** Smethport, Pennsylvania 16749

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps being tested in select portions of the United States needs to stop. If they are allowed to continue then who knows where else or who else will think that data caps for the internet are a good idea.

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[Ticket: # 627252 - Data Caps](#)

**Date:** 11/2/2015 11:42:23 AM

**City/State/Zip:** Atlanta, Georgia 30345

**Company Complaining About:** Comcast

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## **Description**

With the amount they are already charging, with no real competition allowed, adding data caps to the mix is beyond greedy. There is no technical reason behind the data cap, they just want MORE money for LESS service.

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[Ticket: # 627270 - Comcast's Data Caps Are Unfair](#)

**Date:** 11/2/2015 11:48:53 AM

**City/State/Zip:** Huntsville, Alabama 35824

**Company Complaining About:** Comcast

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## **Description**

As many have already said before, Comcast's enforcement of data caps is an unfair abuse of power designed only to get MORE money from their unfortunate millions of customers. Personally, I like to watch streamers on Twitch.tv and as it is a streaming service, my data allowance can cap out fast. This notion of "using up all the internet" and "it's only fair to those who don't use Internet that much but pay the same" that Comcast seems to believe is a load of BS, again, designed only to get more money. It's not like they're broke, but if they don't start changing their business model to appease what customers they've managed to keep for this long (i.e. remove data caps and increase speeds, not prices) they'll go down fast, especially once Fiber networks start becoming commonplace.

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**Ticket: # 627296 - Comcast's Trial Data Cap**

**Date:** 11/2/2015 11:55:19 AM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

I am perturbed by Comcast's "trial" data cap, where they intend to impose fees when a customer goes over a certain amount of data. While this does not effect me at the moment, I do not have access to another internet service provider where I am, and so, should they decide to roll this out nationally, it will effectively be a service hike without any benefit to me. This behavior is monopolistic, and specifically targets the use of streaming websites such as Netflix, who Comcast competes with. It is dangerous for one company to control so much of the internet.

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**Ticket: # 627307 - Comcast 300 GB Data Caps**

**Date:** 11/2/2015 11:57:15 AM

**City/State/Zip:** Hialeah, Florida 33018

**Company Complaining About:** Comcast

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## **Description**

Very unfair for users who are just using the internet regularly. Example, I buy and average of 2 games on my Xbox One every month. That's about 150 GB used right there in less than 24 hours.. That's insane! Everyone in my house uses Netflix, Hulu, etc. It'll be impossible to stay under a 300 GB Data Cap.

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[Ticket: # 627334 - Uverse Data Caps](#)

**Date:** 11/2/2015 12:01:56 PM

**City/State/Zip:** Houston, Texas 77027

**Company Complaining About:** AT&T

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### **Description**

I wasn't made aware that I have a 250 GB data cap on my internet service, and AT&T doesn't allow me to track my usage. How can I budget my internet (which I shouldn't have to do) if they won't allow me to see how much I've used?

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[Ticket: # 627358 - Data Caps](#)

**Date:** 11/2/2015 12:08:21 PM

**City/State/Zip:** Jacksonville, Florida 32224

**Company Complaining About:** Comcast

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## **Description**

Comcast is setting artificially low data caps for cable Internet access. I am very concerned this practice will become widespread and will stifle free use of the Internet.

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**Ticket: # 627445 - Comcast data cap**

**Date:** 11/2/2015 12:33:30 PM

**City/State/Zip:** Bellevue, Washington 98004

**Company Complaining About:** Comcast

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## **Description**

Comcast is at it again trying to shake existing customers out of more money for a service they already have...their data cap is very easy to reach if you stream 3-4 hours a day...youtubers or twitch streamers that make a living off of streaming videos online would have to pay extra if they go over 300gb limit cap that comcast itself decided...Youtubers that make a living off of reviewing games online - they would download a game or 2 per day...this is about 10-30gbs a day...which would make it way easier to reach the limit of 300gbs...complete shake-down...

It's like the mafia creating a problem and then having you pay for that problem to go away...

Awful business decision...I happen to live in an area where we do not have any other choice of internet but comcast...so please do not let this go nation-wide...

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[Ticket: # 627548 - Usage caps](#)

**Date:** 11/2/2015 12:56:27 PM

**City/State/Zip:** Kenmore, Washington 98028

**Company Complaining About:** Comcast

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## **Description**

Comcast is threatening to enforce data caps on my broadband account at a level less than half my current usage. I'm a cord-cutter, and I pay for iTunes, Hulu, Netflix, and HBO Now. Relatively normal usage of these services makes my household average ~500GB/month, which is double their cap. It seems clear that their data caps are designed to disincentives me to do business with Comcast's media competitors.

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**Ticket: # 627562 - Unreasonable data caps, massive security issue on notifications**

**Date:** 11/2/2015 12:58:47 PM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** Comcast

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## Description

Where do I even start?

Oh, right, the entirely unreasonable data cap of 300GB/month in this day and age. It's entirely unreasonable considering most game downloads, for instance, are easily 20-50GB, meaning it's too easy to go over by accident. Usage of Netflix can also use a GB or so per episode, meaning it's too easy to obliterate past your data cap if you watch it at all on a daily basis. While not necessarily me, I was watching Netflix at someone else's apartment, who also has Comcast, and in the middle of an episode, there was a browser hijack to a page notifying him of the data cap and having to confirm it before continuing. Considering the behavior of this in the user's web browser, this is strictly an example of a Man-in-the-Middle attack: ( (b) (6) )

While technically legal per the agreement, it's open to abuse by, say, a disgruntled employee using it to install a keylogger in everyone's browsers that gets that popup, and steal passwords, credit card information, etc. It's too prone to being abusable and I feel my privacy is at risk as well.

As for the data cap, I have no clear way to verify that the data usage tool on Comcast's website is accurate. I've seen people post where their data usage and the tool is in conflict as far as used data. If Comcast wants to meter data usage, then they need to be forced to be classified as a utility and bound to those regulations, with stringent penalties for not doing so.

As for the data cap, again, it affects me as a business. I do web and software development as a career and thus, the internet is at the forefront of my work. The data cap runs counter to me being able to freely and effectively do my work due to a fear of going over the cap. It's fucked up that a company with effectively zero real competition in my area is screwing me over, with zero real alternatives available.

These data caps, worse yet, are only in areas where the political majority wouldn't understand the need for unlimited data. When you have companies like Comcast being paid \$200,000,000,000 to improve infrastructure and not using it at all for that purpose, something is horribly wrong. As Comcast is a cable company as well, there's a conflict of interest in them putting a data cap in place on an unlimited resource to punish streaming of video. That, and watching XFINITY content online doesn't count towards the data cap. Weirdly enough, this sounds like a data "fast lane" and is against net neutrality.

After I move from my residence, my first and foremost criteria for any possible place I move to is "Internet provider must not invoke data caps, be unreasonably expensive, and is solid in service otherwise." This effectively eliminates all ISPs that provide some sort of cable television trying to protect a dying business model.

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**Ticket: # 627709 - Data Caps**

**Date:** 11/2/2015 1:41:23 PM

**City/State/Zip:** Madison, Alabama 35756

**Company Complaining About:** Comcast

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## **Description**

Please remove internet data cap. It is against the issue of an "open" internet. Data caps are bad, no one likes them, and they restrict the use of the Internet.

Think of it this way - if the Internet were a utility (like power/electricity) would you cut someone's power off if they used too much? The answer is no.

In addition, I can not even monitor how much data I've used. I've contacted customer support on many occasions without a resolution so not only are you putting me on a data cap, but you have no way to tell me how much I've used.

**DATA CAPS ARE BAD AND YOU SHOULD FEEL BAD.**

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**Ticket: # 627726 - Comcast Data Caps**

**Date:** 11/2/2015 1:48:49 PM

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

**Company Complaining About:** Comcast

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## **Description**

The data caps that Comcast is testing in some markets (not mine) are a transparent attempt to prop up their cable business as people transition to streaming.

Since the ISP industry is not a true free market and Comcast receives considerable help from the government, I would appreciate you looking into their practices here.

Thanks

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[Ticket: # 627796 - Comcast Data Caps](#)

**Date:** 11/2/2015 2:01:39 PM

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

**Company Complaining About:** Comcast

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## **Description**

The data caps instituted by Comcast directly impact streaming services such as Netflix and create an unfair market situation (cable television vs. streaming services).

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**Ticket: # 627828 - Comcast/Xfinity Data Cap**

**Date:** 11/2/2015 2:10:34 PM

**City/State/Zip:** Cordova, Tennessee 38018

**Company Complaining About:** Comcast

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**Description**

Data caps are just a tax on services that use more data.

Examples:

Netflix -- Data required to watch content -- watching too much content = Higher charges from Comcast

Steam(online marketplace) -- Downloading purchased content -- buying too much digital content = Higher charges from Comcast

Hulu -- Same as Netflix.

I would be shocked if they meter their own streaming services. -- I would wager they do not, in a effort to push users to use their services more than their competition.

If I used their services (cable tv, for example) instead of Netfilx, Hulu, and Youtube, My data usage would be much Lower. So As it is, I am being strong armed into paying overages for NOT using their Cable TV services.

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[Ticket: # 627880 - Comcast Testing Data Cap Trials](#)

**Date:** 11/2/2015 2:25:07 PM

**City/State/Zip:** Miami, Florida 33144

**Company Complaining About:** Comcast

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## **Description**

Comcast is apparently testing data caps in my zip code (33144, Miami, FL), and considering how much we currently pay to the only decent provider in this area, I would be outraged if I see higher prices for the same access to the Internet we already use, or smaller data caps on what we already pay. Considering how much people pay in many other countries or areas with other options, these prices have gotten out of control!

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**Ticket: # 627866 - 300 Gigabyte Data Cap**

**Date:** 11/2/2015 2:19:47 PM

**City/State/Zip:** Atlanta, Georgia 30350

**Company Complaining About:** Comcast

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## **Description**

I live in an area where Comcast/Xfinity is testing out their 300gb data caps (one of the many cities in the USA). I feel that these data caps are unfair to the consumer and should be made illegal. I am charged per gigabyte that I go over the limit. The only other option I have is AT&T, and their data caps are even stricter at 250gb. The data caps are obviously there to punish people for "cutting the cord" (cancelling their cable subscription) so that the consumer can not watch their shows online. I believe that this type of behavior should be illegal for companies to do. They are limiting their internet service so that you are forced to buy a cable subscription. This is further proven by Comcast's new "Pay \$30 extra and you get your unlimited internet back" program. That \$30 is what you would be paying for a mid/top tier cable subscription anyway. These data caps are limiting the consumer purely to save the dying cable television industry. The ISPs themselves have admitted that the caps are not necessary, and purely a business decision ((b) (6) [REDACTED]). I hope that some of my concerns reach you, and I hope to see data caps banned some time in the future. Thank you for your time reading this.

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[Ticket: # 627923 - Data caps](#)

**Date:** 11/2/2015 2:35:07 PM

**City/State/Zip:** Nashville, Tennessee 37212

**Company Complaining About:** Comcast

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## **Description**

Comcast has been implementing data caps, a practice that will make it impossible to work from home. My dreams are tied to this work, and they are taking it away out of monopolistic greed.

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**Ticket: # 627932 - Data Caps**

**Date:** 11/2/2015 2:36:45 PM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

I am a life long Republican and I typically have an initial negative reaction toward government oversight. The de facto monopoly granted to comcast allowing them to corner the market and charge whatever they want is the very reason this oversight exists. They are THE most hated company in the country. Entire businesses have been set up to cancel their service because they are so difficult and hated. What does comcast do after their negative customer service causes the FCC to revamp net neutrality and kill the merger with Time Warner? Rather than attempting to change their reputation and improve their customer service and infrastructure, they double down and introduce data caps that are specifically designed to target those customers that use online streaming services like Netflix. They do this because they know the customers often have no other choice and they can charge what they like.

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[Ticket: # 628013 - Comcast data cap](#)

**Date:** 11/2/2015 3:06:40 PM

**City/State/Zip:** Olive Branch, Mississippi 38654

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a 300GB monthly limit on our internet service that we did not agree to. We simply received a letter stating that this is their new policy and that we will be data capped from this point forward.

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**Ticket: # 628014 - An investigation into unfair pricing practices by ISPs**

**Date:** 11/2/2015 3:06:41 PM

**City/State/Zip:** Los Angeles, California 90035

**Company Complaining About:** Comcast

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## **Description**

It has come to my attention that Sen. Sanders, Warren, Markey, and Franken have asked the FCC to investigate potentially unfair pricing practices and substandard service quality provided to American citizens by ISPs. I believe that the publicly available information on the quality and price of service deserves further investigation and I support their request. I hope that the FCC takes this request seriously and opens an investigation into the application of data caps, low speeds, high prices, low customer service quality, and large changes in their product when regions without competition suddenly receive new entrants into the new market as exhibited by Google Fiber.

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**Ticket: # 628024 - Data Caps**

**Date:** 11/2/2015 3:09:19 PM

**City/State/Zip:** Acworth, Georgia 30102

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted data caps in "test areas". My house is located in one such area. My cable bill has more than doubled since their implementation and I have no recourse since there are no competitors allowed in my area (other than AT&T which also has caps). I believe this cap of 300Gb was instituted based upon streaming provider data usage information to dissuade customers from using streaming providers such as Netflix and Hulu as an affordable alternative to traditional cable and allow Comcast to remain a monopoly in my area. I am calling for a review of regulations of cable providers who are actively working against Net Neutrality.

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**Ticket: # 628071 - Comcast Broadband Data Cap**

**Date:** 11/2/2015 3:29:14 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

Comcasts recently implemented data cap, based on data usage for 2008, is causing issues within family, adding stress, increasing bills, and overall unfair practice being that they hold a monopoly on the service and there are no other alternatives in my area, metro Atlanta. Not to mention the service is intermittent at most times unable to stream video, quoted 60mb/s, though hardline connection usually only gets about 10mb/s

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[Ticket: # 628094 - Data cap](#)

**Date:** 11/2/2015 3:38:17 PM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps in select markets to gauge customer willingness to pay outrageous amounts for everyday use. This is an extortion act to make people pay more for their already monopolistic and terrible services. This must not be allowed because it will create an environment more prone to the blatant abuses Comcast and others have been exploiting as ISPs for many years.

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[Ticket: # 628125 - Comcast](#)

**Date:** 11/2/2015 3:50:10 PM

**City/State/Zip:** Homestead, Florida 33032

**Company Complaining About:** Comcast

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## **Description**

Data caps being forced because lack of competition. If there were any other viable option I would take it.

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[Ticket: # 628223 - Comcast data caps](#)

**Date:** 11/2/2015 4:17:36 PM

**City/State/Zip:** Collierville, Tennessee 38017

**Company Complaining About:** Comcast

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## **Description**

Comcast's trial data caps are setting a dangerous precedent for ISPs in our country, and will limit our ability to openly and freely use the internet.

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[Ticket: # 628249 - Comcast - Capping Data](#)

**Date:** 11/2/2015 4:25:02 PM

**City/State/Zip:** Miami, Florida 33156

**Company Complaining About:** Comcast

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## **Description**

Comcast is planning on implementing a data cap in my area. I consider this to be an unacceptable business practice which will not doubt encourage other internet providers to operate in a similar fashion. Comcast is a monopoly that constantly takes advantage of its patrons, squeezing every last penny out of their consumers.

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[Ticket: # 628295 - Comcast data cap](#)

**Date:** 11/2/2015 4:34:26 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

Recently they have started to roll out data caps in Atlanta, Georgia area. I am a college student with 2 other college roommates, going over the 300GB data cap is inevitable. just last months they have already charged us extra 30 dollars for going over (5 dollars per 10GB over). To get unlimited I have to pay 30 dollars also, on top of the already overpriced service. I would love to change another service provider, but the other viable option is AT&T, they are not any better either.

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**Ticket: # 628357 - Comcast Data Cap and Future Concerns****Date:** 11/2/2015 4:55:02 PM**City/State/Zip:** Houma, Louisiana 70360**Company Complaining About:** Comcast

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**Description**

It's known that Comcast is experimenting around with data caps in certain locations

(b) (6), I don't live in any of these zip codes but it does bring up some concern. If somehow Comcast decides to go forth with putting up data caps other telecom companies such as Time Warner will too. This is a huge issue since access to the internet should be a fundamental right and be treated just like water or electricity. I don't get charged extra for drinking one cup of water more after reaching a certain limit so why should I be charged for clicking on just one more link. As time goes on more and more companies are moving their application processes online, and schools are putting out more and more online courses for credit, a data cap like this will be unfair for those who are trying to get by and improve their lives.

I urge the FCC to look into Comcasts' imposes limits in these communities and the future it might bring.

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**Ticket: # 628810 - Comcast extorting customers in south florida with artificial data caps**

**Date:** 11/2/2015 6:56:36 PM

**City/State/Zip:** Southwest Ranches, Florida 33330

**Company Complaining About:** Comcast

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## **Description**

Comcast is trialing a new bandwidth cap of 300gb per month in the South Florida area. As a consumer, I am being forced to use a service that I cannot get elsewhere because the FCC has allowed internet companies to sell internet services at open market prices. Internet connections need to become common household utilities, like power or water. I am already paying over \$100 per month for internet and TV bundle, but I do not even own a TV. Why am I doing this? Because getting a fast internet package would cost me even MORE money than I am paying with the bundle, all due to the way comcast bundles their services to force me into a cable subscription, to keep their advertisers happy. Now with an artificial 300gb data cap, I am paying over \$100 of my money each month to a company that wants to sell me FAST internet speed and then CHARGE me when I use more than the artificially chosen 300gb cap that they are imposing in my area. This is extortion, and the FCC needs to wake up, step in, and kill off these monopolies destroying the households of America and lining the corporate pockets. It's sickening. I will be promptly cancelling my Comcast service after the data caps are in effect, and switching to AT&T U-Verse. But how long will the FCC wait until U-Verse has data caps too? The internet is already widespread but controlled by a few greedy giants. I believe the FCC should reclassify consumer broadband service under Title II of the Telecommunications Act, and blocking the Comcast-TW cable merger was a good first step for Mr. Wheeler and the FCC, but ultimately he used to work for Comcast and is in bed with them. I firmly believe the other members on the FCC board need to do their duty and stop the 10+ year rape of the American household.

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**Ticket: # 628557 - Comcast Caps**

**Date:** 11/2/2015 5:49:15 PM

**City/State/Zip:** Douglasville, Georgia 30134

**Company Complaining About:** Comcast

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### **Description**

Comcast is limiting usage in my area by the way of data caps. I have paid full price for this very limited service and its only getting more limited as i type this.

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[Ticket: # 634006 - Comcast data cap](#)

**Date:** 11/4/2015 3:02:02 PM

**City/State/Zip:** Fremont, California 94539

**Company Complaining About:** Comcast

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## **Description**

The data cap unfairly restricts my access to the Internet to stay informed about world events.

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**Ticket: # 628597 - Xfinity/Comcast Data Usage Cap**

**Date:** 11/2/2015 5:57:42 PM

**City/State/Zip:** East Point, Georgia 30344

**Company Complaining About:** Comcast

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**Description**

Earlier this year I saw a data usage entry on my Comcast bill. I asked customer service over the phone about it and the service rep, from some far away foreign land, assured me that Comacast has always had limits on data usage. I now know that this was not true, but that, being in the Atlanta area, I am one of the fortunate to be part of Comcast's trial data caps.

Comcast has a vitual monopoly on cable and internet in my area and I am now forced to suffer the cap and pay extra if I go over. I went 50 GB over the cap last month and I am not a power user. No Netflix, no Hulu, no streaming videos other than YouTube now and then. My autistic son does like to play a Mickey Mouse YouTube video over and over, but all in all, I think my family's data usage would be on the lower end of what many families would use. Still, we went way over the cap last month. So now I will be forced to pay more (substantially more if I am reading Comcast's website correctly) for internet if we keep going over the cap.

This situation is not acceptable but there is no choice because of the Comcast's monopoly in my area. Even though Google Fiber will be coming to the territory in the next several years, I don't know how long it will be until we have a competitor for Comcast. Also, there is no guarantee that Google will not also have data caps.

Given that more and more communication and entertainment will be distributed over the internet in the years to come, data caps would hinder development of the industry and be a hardship for my family and families like mine.

Since the FCC and other regulators have handed Comcast their monopoly, isn't there anything you can do stop their institution of data usage caps? Comcast continually tries to scrape every cent out of us while delivering an underwhelming product and laughable customer service. The data cap is what will finally break us.

Sincerely,

(b) (6)

(b) (6)

East Point, GA 30344

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**Ticket: # 628723 - Comcast/Xfinity Data Caps**

**Date:** 11/2/2015 6:33:46 PM

**City/State/Zip:** Savannah, Georgia 31405

**Company Complaining About:** Comcast

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**Description**

I believe that Comcast/Xfinity's use of data caps unfairly discriminates against users who:

- Stream movies and music
- Download large files for school and/or entertainment
- Are forced to automatically update their devices (i.e. Windows 10, Android, and iOS)

These data caps are essentially a way for Comcast/Xfinity to bypass the recently passed net neutrality regulations put into place by the FCC and discriminate unfairly against consumers who choose to consume data over the internet.

To further irritate the situation, I have no viable alternative to which I can switch.

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[Ticket: # 628784 - Data caps](#)

**Date:** 11/2/2015 6:49:38 PM

**City/State/Zip:** Charleston, South Carolina 29407

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps on my internet

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**Ticket: # 628891 - Data Caps**

**Date:** 11/2/2015 7:23:18 PM

**City/State/Zip:** Zellwood, Florida 32798

**Company Complaining About:** Bright House

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## **Description**

Data caps will be soon spreading to more and more communities, and soon mine as well. As there should be thousands of others detailing quite well the damages to consumers with regards to data-caps on home internet, I implore you to take a hard look at the practice and put it to an end on home internet connections. It's barbaric enough that the cellphone companies get to nickel and dime us every time we glance at our phone, being unable to work from home efficiently will destroy the fabric of the digital workplace. Please Help!

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**Ticket: # 628871 - Comcast Data Caps**

**Date:** 11/2/2015 7:16:10 PM

**City/State/Zip:** Visalia, California 93277

**Company Complaining About:** Comcast

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### **Description**

I am worried about the data caps that I have heard Comcast putting in place. For me, my budget is already tight as it is, and if these new caps are implemented in my area, it will become a strain for me. Looking at my data history, I foresee myself going over the allotted bandwidth that Comcast is giving customers in other regions that have caps in place. I find it frustrating that these companies are strong arming their users because they do not have any competition.

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**Ticket: # 628884 - Lack of Competition in the Market****Date:** 11/2/2015 7:20:06 PM**City/State/Zip:** North Charleston, South Carolina 29418**Company Complaining About:** Comcast

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**Description**

Hey, so I've noticed in the South Carolina area, or really anywhere for that matter, we're seriously lacking competition in the market. Our cable companies can do whatever they want to us. I'm fortunate enough to be able to choose between Time Warner Cable and Comcast. Now, I'm not particularly happy having to use either one, but when moving into my new apartment this year, I was able to choose one or the other. After having Comcast for the previous year (had to deal with several instances with data cap slander, pricing issues, and billing issues). Comcast was able to get whatever they wanted out of me because they were the only ones in my area, and they knew I needed internet from them. With that being said, I'm fortunate enough to no longer have a data cap since I'm with TWC (even though I'm honestly not content with their business either), but I still feel like our freedom as consumers and individuals is limited by these corporations.

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**Ticket: # 628980 - Comcast 300Gb Data Cap**

**Date:** 11/2/2015 7:51:13 PM

**City/State/Zip:** Davie, Florida 33314

**Company Complaining About:** Comcast

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## **Description**

Beginning in October, Comcast started imposing an internet data cap of 300 gb in South Florida. It costs an additional \$30/m to remove this limit. This is extortion as Comcast already charges premium rates for anything but the basic internet package. They first make us choose a premium rate so we can have decent internet and now they are limiting us by establishing a data cap. The FCC needs to stop corporations like Comcast from having the freedom to artificially charge ridiculous prices or internet services due to little competition. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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**Ticket: # 629031 - Internet Data Caps Are Extortion****Date:** 11/2/2015 8:03:34 PM**City/State/Zip:** Denver, Colorado 80216**Company Complaining About:** Centurylink

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**Description**

Comcast's desire to impose internet data caps is an extortionate strategy to punish people who primarily view streaming content that competes with cable TV. It creates an artificial scarcity which allows Comcast to force its customers to pay more money without any rational justification. Independent investigations have shown that 'data congestion' is a myth which could be easily solved by increasing bandwidth through basic maintenance. The fact that Comcast chooses to punish its customers with additional fees instead of simply expanding its data lines underscores just how extortionate data caps really are.

America's internet is the laughing stock of the developed world, out-competed at every level in so many other countries. Our speeds are abysmal, we have little to no ISP competition, and the price for an internet connection is obscene. Do not allow Comcast and other ISPs continue to push America into the internet dark ages. This is corporate greed and it will have an effect on our country.

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[Ticket: # 629051 - Data caps](#)

**Date:** 11/2/2015 8:12:13 PM

**City/State/Zip:** Miami, Florida 33144

**Company Complaining About:** Comcast

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### **Description**

Comcast recently instituted data caps and there is no other competition to switch so either we go over the cap or pay \$30 extra a month for unlimited access

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[Ticket: # 629052 - Comcast Data Caps](#)

**Date:** 11/2/2015 8:12:23 PM

**City/State/Zip:** Rome, Georgia 30165

**Company Complaining About:** Comcast

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## **Description**

I find Comcast's implementation of data caps in my area to be an unfair business practice. My area is not covered by other service providers, forcing me to choose Comcast, who then turned around and placed a data cap on me. This is unfair to me as a consumer and is an affront to net neutrality.

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**Ticket: # 629071 - Comcast's upcoming 'data caps'**

**Date:** 11/2/2015 8:18:02 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

Comcast has a data cap of 250GB monthly on my account, though "Enforcement of the 250GB data consumption threshold is currently suspended."

I consume large amounts of legal data monthly. I own 274 movies on iTunes that I stream to my Apple TVs. I use iCloud backup on my iPhone, which backs up my photos and phone settings to the cloud. I use CrashPlan for my computers to back them up to the cloud.

I am a good customer.

I decided NOT to have Comcast's TV service. It was not as high quality as others, in my opinion as a consumer, and instead, I have DirecTV service.

Comcast is the only high speed internet provider in my area. CenturyLink is available, but only at a paltry 20Mbps downstream and less than 1Mbps upstream (the upstream is very important as I back up my devices and access my home computer from offsite).

Comcast is likely to start enforcing the data cap of 250GB or 300GB per month, charging overage fees for data that goes over the quota. The thought of being limited in your home, wired data use is disconcerting. I limit my wireless usage until I'm on wifi; generally, an unlimited connection. I don't want to have to limit my internet use when I'm at home, too.

I pay for a high speed internet package that is around 100Mb/10Mb; a reasonably good speed. I pay \$78.95 per month, which includes a \$13 premium for the higher speed.

If Comcast starts enforcing this data cap (the data cap exists, and I am going over it; they are "suspending enforcement," but that can end at any time without notification), I will be billed (reports are \$10-15 per 50GB).

Because I will start paying for data streaming, when I use my Apple TV to watch a movie I purchased, I will now, essentially, be paying a fee to access it. My alternative would be to subscribe to a Comcast pay TV service. I could purchase my movies through Comcast's Video On Demand (VOD) service and have access to them through the cable network, which will not affect my data cap. I can stream television shows I enjoy through Netflix and Hulu, something I regularly do, or I can watch it through Comcast's VOD service with their advertisements. Again, if I choose to stream, I am paying an extra fee to Comcast; if I have Comcast service, I can stream through that and not be charged the extra fee.

I feel that Comcast is using their data cap to unfairly punish subscribers who subscribe to internet but not TV. They are punishing "cord cutters" who use internet to obtain paid, legal video entertainment. It is not right.

My internet usage over the last 3 months averages just over 500GB per month. If I would have to pay a \$15 fee for every 50GB over 300, that would add \$60/month to my bill, nearly doubling it. I am preparing for Comcast to "unsuspend" the data caps at any moment, but I have nowhere else to go.

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**Ticket: # 629077 - Comcast Data Caps**

**Date:** 11/2/2015 8:21:37 PM

**City/State/Zip:** Corvallis, Oregon 97330

**Company Complaining About:** Comcast

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## **Description**

Comcast is using their monopoly in internet service to raise prices without cause and without offering any more value. These artificial data caps are hurtful to the consumer and serve no other function than to increase profits. If Comcast is allowed to continue this practice, it will damage people's ability to access the internet freely. Because there is no true competition to Comcast's internet service in so many areas, they are able to increase the price and decrease their service while their customers have no option but to submit.

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[Ticket: # 629079 - Comcast data cap](#)

**Date:** 11/2/2015 8:22:17 PM

**City/State/Zip:** Decatur, Georgia 30033

**Company Complaining About:** Comcast

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## **Description**

Comcast has added a data cap to my account this month. This is a direct attempt to regain money lost from people choosing not to buy cable and stream their television shows, such as myself.

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**Ticket: # 629116 - Data caps**

**Date:** 11/2/2015 8:32:53 PM

**City/State/Zip:** Vancouver, Washington 98675

**Company Complaining About:** Comcast

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### **Description**

I am currently not in one of comcasts "trial Markets" but the idea of having a Data cap on what should be considered a vital utility in this day and age is outrageous. I email you today in hopes that you will be able to nip this problem in the bud.

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[Ticket: # 629161 - Limited ISP options in San Jose, CA](#)

**Date:** 11/2/2015 8:50:20 PM

**City/State/Zip:** San Jose, California 95132

**Company Complaining About:** Comcast

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## **Description**

I have only two choices for my Internet service provider in San Jose, CA: Comcast and AT&T. AT&T is abysmally slow, and Comcast has shoddy business practices: they enforce data caps in certain markets for no reason other than to profit more off of their customers. I am stuck in a situation where I must choose the lesser of two evils. I want to switch to a different provider but have no other option.

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**Ticket: # 629211 - Comcast internet data cap**

**Date:** 11/2/2015 9:06:32 PM

**City/State/Zip:** Plantation, Florida 33322

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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[Ticket: # 629275 - Comcast adding a cap.](#)

**Date:** 11/2/2015 9:33:07 PM

**City/State/Zip:** Okeechobee, Florida 34974

**Company Complaining About:** Comcast

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## **Description**

I live in the area of 34974 and Comcast has added a 300gb Data cap to my service I've had unchanged for over 8 years and Comcast plans to charge extra for any data used over the 300 gb cap on my previously uncapped plan.

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[Ticket: # 629299 - unfair internet cap from comcast](#)

**Date:** 11/2/2015 9:42:20 PM

**City/State/Zip:** Naples, Florida 34119

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Not only that but the usage meter wont even load! Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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**Ticket: # 629304 - Comcast Data Caps**

**Date:** 11/2/2015 9:44:00 PM

**City/State/Zip:** Miami, Florida 33176

**Company Complaining About:** Comcast

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## **Description**

Comcast continues to insist that data caps are necessary, but their true effect is making up for the lost revenue from their television business to Internet streaming sites. In order to avoid their data caps I will have to switch to AT&T Uverse which provides slower service for the same price. Comcast should be forced to compete by providing better service, not by forcing customers who have no other option to pay more. As it stands, I stream double what the standard data caps they've implemented allow. My bill is about to go up by \$30 a month atleast and I cannot afford that. I'm not getting anything in return except a promise to not further price gouge me. Please stop them, you are our only hope FCC

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[Ticket: # 629463 - Data Caps](#)

**Date:** 11/2/2015 11:10:58 PM

**City/State/Zip:** Tallahassee, Florida 32303

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing a data cap soon in my area.

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**Ticket: # 629357 - Demand for more competition in ISP market**

**Date:** 11/2/2015 10:07:47 PM

**City/State/Zip:** Dos Palos, California 93620

**Company Complaining About:** Comcast

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## **Description**

It seems like the best internet service you can get today is Comcast. Compared to the rest of the developed world we are falling way behind in our quality of internet. It would be a blessing if Google came into town to offer gigabit internet with service that put the consumer first. It seems that Comcast is moving backwards by lowering data speeds, putting up data caps, and all the while charging extra for it. The only reason people get Comcast is because they are usually the best service in the area, which says a lot about the competition Comcast is "competing" with. We need higher quality companies to be given the opportunities to be given an equal foothold in an area without being elbowed out by the biggest competitor in the area.

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**Ticket: # 629368 - Data Caps Are Garbage**

**Date:** 11/2/2015 10:17:40 PM

**City/State/Zip:** Miami, Florida 33127

**Company Complaining About:** Comcast

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### **Description**

Got a phone call out of the blue that I had suddenly run over my data cap. Data usage is not well documented or shown how its used. Strange fluctuations in my past months usage as well. Comcast is already taxing this community because it holds an almost monopoly in most areas.

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**Ticket: # 629444 - Comcast Data Caps**

**Date:** 11/2/2015 11:01:23 PM

**City/State/Zip:** Miami, Florida 33130

**Company Complaining About:** Comcast

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### **Description**

I'm a Florida resident whose city (Miami) has been placed into a "trial" experiment with a 300 GB per month cap. My complaint is that before the month of September, I was paying \$30 for my service and no cap. Now with the cap, I have to pay my \$30 base rate plus \$10 for each 50 GB of data I use over 300 GB. However, I can pay an additional \$30 a month to get the unlimited cap back. Basically, my bill would have to double to get the service I originally had. I don't an alternative for high speed internet and Comcast knows this. With a monopoly in place, Comcast is able to put these practices in place. Please FCC, do something about these data caps. Thank you.

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**Ticket: # 629628 - Data Caps from Internet Service Provider/Cable Company**

**Date:** 11/3/2015 2:28:04 AM

**City/State/Zip:** Mckinleyville, California 95519

**Company Complaining About:** Sudden Link

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## **Description**

Data caps. Suddenlink claims only 1% of customers will exceed the monthly data cap. I live alone and have exceeded the cap every month since it was instituted. I stream Netflix and Hulu.

Suddenlink is the only provider of tv cable service to my town where cable tv is required to receive even ABC, NBC, CBS and PBS stations. Streaming tv online allows me to not have to pay for cable tv. The data caps do not allow a single person to watch tv online. Data caps work against net neutral ideas. I can use the internet and not exceed my data cap of 250 as long as I don't stream video from Suddenlink's competition of Netflix and Hulu. Suddenlink is no longer providing unlimited internet access which is what I was originally sold. How can a single person household be part of this 1% of users being affected by the data caps?

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[Ticket: # 629668 - More ISP competition in my area](#)

**Date:** 11/3/2015 4:19:25 AM

**City/State/Zip:** Morrow, Georgia 30260

**Company Complaining About:** Comcast

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## **Description**

I only have AT&T U-Verse and Comcast in my area. Actually, I just checked ATT availability in my area and there is none for Internet. So really, all I have is crappy Comcast. They are data capping hardcore. We're paying for 75 mb/s for an extra \$10 a month when supposedly it was to be of no charge. But anyways. We have "faster" internet yet we still have the same 300 GB data cap monthly. They are claiming it's a trial market and it been two or three years and it's still going on. There's a 14 day trial for Xbox Live, 30 days trial for Spotify, etc etc. SO why is this trial going on for 2+ years? Comcast needs to be dealt with especially since they're one of the most hated company in America. There's no real competition to them. This is basically a monopoly in my area.

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**Ticket: # 629703 - Comcast Data Cap**

**Date:** 11/3/2015 7:30:36 AM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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**Description**

Comcast's unrealistic data cap of 300GB puts burden on customers who are paying for service to pick and chose the content they wish to consume for that month. I'm come close to reaching my 300GB several months even before the data cap was enacted and now it has been enacted it will only be a matter of time before Comcast starts adding \$10 fees to my account for no reason other than using the internet, which should be a utility by now and regulated as soon, but that's a different story.

My use of the internet includes streaming music, watching videos on YouTube, streaming movies and shows from Amazon Prime or Netflix or Google Play, as well as gaming and working. Comcast's data cap is limiting my use of these services and needs to be regulated against.

I cannot believe that in this day and age I will have to avoid streaming a movie because Comcast "says so."

Here's what Comcast is going to do after they read this complaint: Laugh about it, call me to tell me how my internet use is not like the average user (give me a break with this) and ultimately try to UPSELL me to their Business service. Gee, thanks a lot.

Here's the worst part: Comcast is my only choice for high-speed internet. This is ridiculous.

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**Ticket: # 629814 - Data Caps**

**Date:** 11/3/2015 10:33:38 AM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

I signed up for a very basic cable and internet package with Comcast in November of 2014. Per our agreement, it was my obligation to pay ~\$63.00 each month for this service, which I believe to be a fair price.

However, within 2 months, Comcast informed me that they were instituting a data cap trial for my area. They capped our internet at 300 GB per month and \$10.00 for each 50 GB over. Since its institution, my roommate and I have exceeded the data cap by around 50 GB each month.

I am a fortunate individual. I have an OK paying job, as does my roommate, so the extra \$10 each month did not have a major impact on us financially. However, Comcast was deceptive in the institution of the data caps.

I cannot even fathom the impact on some families with multiple children who constantly use the internet to learn and grow as individuals. I can also imagine there are families out there that have to tell their children to stop using the internet because they simply cannot afford it. What a terrible thing to have to say to a child. I would analogize it to taking a book away from a child because you can't afford a library's late book return fee.

Comcast used my market as a guinea pig for their plan to increase their profit margin in a location where they have already cornered the market. It's unfair and manipulative. I hope the FCC takes this into considerations and stops ISPs from instituting data caps.

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[Ticket: # 629879 - Comcast data caps](#)

**Date:** 11/3/2015 11:08:31 AM

**City/State/Zip:** North Miami, Florida 33181

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a "data cap" of 300GB on it's users in the South Florida Area. Then allowing us to purchase small amounts of extra data. Of course we can purchase an unlimited unlimited plan for an extra \$30/mo however if we choose to downgrade our services to afford this we're hit with early termination fees. This is complete BS and nothing more than Comcast trying to extort their customers because they have no meaningful competition in the area.

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[Ticket: # 634884 - Comcast data cap](#)

**Date:** 11/4/2015 5:21:38 PM

**City/State/Zip:** Stratham, New Hampshire 03885

**Company Complaining About:** Comcast

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## **Description**

Comcast is overstepping by placing data caps. Please consider taking action against this.

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**Ticket: # 630382 - Data Caps are Wrong**

**Date:** 11/3/2015 1:47:28 PM

**City/State/Zip:** Boynton Beach, Florida 33436

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act

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**Ticket: # 630403 - Internet Usage Capped**

**Date:** 11/3/2015 1:54:30 PM

**City/State/Zip:** Alpharetta, Georgia 30005

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun to enforce a data usage cap of 300GB on residential wired Internet service within certain areas. <http://customer.xfinity.com/help-and-support/internet/data-usage-trials/>

With the increasing consumption of data through the Internet each day, the amount of data has been greater than ever. Simply watching Netflix/Hulu/Amazon Instant Video each night can invoke this data cap which allows for Comcast to charge more money.

There are no alternatives in our area for Internet service that is comparable which forces us to stay with Comcast as our ISP. Comcast effectively has a monopoly and they know they do by enforcing this data cap.

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**Ticket: # 630858 - Comcast is starting to impose an internet data cap of 300gb in South Florida**

**Date:** 11/3/2015 3:47:37 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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**Ticket: # 631275 - Comcast Data caps**

**Date:** 11/3/2015 5:51:49 PM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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### **Description**

Comcast implementing a 300gb data cap in my area. How is this even legal???? This is completely unacceptable for Comcast to do. They have NO reason to put a cap on data usage as it doesn't affect their network quality. They could give everyone unlimited all the time and IT WOULD HAVE ZERO IMPACT. This is clearly just another way for them to gouge their customers another way. I already am paying a "broadcast TV fee" that tripled in cost over one year. Again, just Comcast being the scum of the earth again. Please do something, FCC. Please please please don't allow this to happen. It is against Net Neutrality

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**Ticket: # 631334 - 300Gb Data Cap Being Instituted 12/01/2015**

**Date:** 11/3/2015 6:06:21 PM

**City/State/Zip:** Bryant, Arkansas 72022

**Company Complaining About:** Comcast

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## **Description**

Today (11/03/2015) I received email notification from Comcast that my internet service, provided via Comcast, will soon (12/01/2015) be subject to the arbitrary, and what I believe to be anti-competition, 300Gb data cap.

Based on Comcast's usage meter, my family of four, has used almost all of what would be allowed under such a data cap each of the past three months (290, 250, and 271 respectively). While I would have not incurred additional charges any of these three months, the placing of a data cap limits my family's ability to utilize our service as we have been and should be allowed. We are not "cord cutters," we rely on a paid DirectTV service for the majority of our TV needs, though we also stream movies through Netflix and Amazon video services. This data cap seems to be punitive to customers that do rely on streaming services, which means my family no longer has that option.

Comcast has stated that I can elect to remove this data cap for only \$35 extra a month, which I believe is indicative of their true motives.

The FCC should investigate this practice of establishing these data caps based on their arbitrary nature, the ease that most modern households can use an excess of 300GB, and that data usage is going to continue to increase for most households.

For full disclosure, I do have an option to switch to ATT Uverse, which I now may seriously consider.

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**Ticket: # 631341 - Comcast is pushing data caps on my internet**

**Date:** 11/3/2015 6:08:16 PM

**City/State/Zip:** North Little Rock, Arkansas 72116

**Company Complaining About:** Comcast

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## **Description**

I just received this email.

"An important update about your  
XFINITY Internet service

Hi (b) (6)

We're writing to let you know that we will be trialing a new XFINITY Internet data plan in your area. Starting December 1, 2015, your monthly data plan will include 300 GB. We'll also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$35 per month in addition to your monthly Internet service fee.

The majority of XFINITY customers use less than 300 GB of data in a month, and therefore will not be affected by these changes. If you are not sure of your monthly data usage, please refer to the Track and Manage Your Usage section below."

This is arbitrary data restrictions to get more money. There is no competition here either. The only other options are all super slow (12Mbps is the max at competitor AT&T) and all of which also have data caps.

Comcast is trying to squeeze more money out of us in Arkansas. On this already overpriced under performant (75Mbps) internet.

Help us FCC, you're our only hope.

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[Ticket: # 631371 - Comcast data caps](#)

**Date:** 11/3/2015 6:15:47 PM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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## **Description**

Comcast has just sent me an email to inform me that data caps are being enabled in my area. This, in my opinion, violates the rights I have to open internet, and the regulations you've set. I have no other internet options in my area for reasonable speeds. I have no recourse because there are no comparable services available.

I've attached

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**Ticket: # 631386 - Comcast Internet Data Caps**

**Date:** 11/3/2015 6:23:20 PM

**City/State/Zip:** Greeneville, Tennessee 37745

**Company Complaining About:** Comcast

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## **Description**

This may be early, but I am writing to complain about the ridiculous 300 gigabyte per month data caps that Comcast is rolling out on a "trial" basis. I do not believe for half a second that they will ever remove these caps once they are in place in my location. Data caps such as these only punish customers like myself. I am already paying nearly \$100 a month for an internet connection with the most basic TV package possible. With the 75 megabit connection I pay for it is easily possible for me to use 300 gigabytes of data in a short period of time, especially with the growth of streaming media content such as Netflix. It also limits my abilities to install and update software programs that I use on my computer, XBOX, cellular phone, and other devices. If I need to reload one of these devices for some reason I am going to be close to hitting this 300 gigabyte data cap just in order to use my technology. Comcast would like me to believe that this makes me a "heavy user", which is nothing further from the truth in today's world. The average family can easily use this amount of data if they do any sort of work, gaming, or media streaming at home on their devices. Not to worry though, Comcast is willing to allow us to pay \$35 a month extra in order to get the same level of service we customers have been paying for previously! What a deal! If I had any other decent service providers around my location I would switch IMMEDIATELY to another company, but unfortunately for me there are NO choices that provide unlimited data anymore.

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**Ticket: # 631431 - Comcast Data caps**

**Date:** 11/3/2015 6:37:06 PM

**City/State/Zip:** Shreveport, Louisiana 71118

**Company Complaining About:** Comcast

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**Description**

Comcast agent just told me that data caps are government mandated an out right lie. Its just a ploy to make more money.

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[Ticket: # 631468 - Comcast data caps](#)

**Date:** 11/3/2015 6:51:33 PM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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## **Description**

The data caps that comcast have been starting to enforce do not make sense in today's world. 300 GB is not even close to what is needed in many households.

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**Ticket: # 631525 - Comcast 300GB Data Cap**

**Date:** 11/3/2015 7:15:16 PM

**City/State/Zip:** Little Rock, Arkansas 72205

**Company Complaining About:** Comcast

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## **Description**

Comcast has enacted a 300GB data cap for all consumer customers in Arkansas (among other markets). Comcast's 300GB data limit is draconian and predatory, given their near-monopoly position as an Internet Service Provider. The data limits imposed are not realistic with today's data-centric society and will limit both economic and educational growth.

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[Ticket: # 631593 - Comcast Data Cap being implemented](#)

**Date:** 11/3/2015 7:43:00 PM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

Comcast will begin implementing a data cap in my area beginning December 1st that will limit my common usage of Netflix watching by providing to low a limit to sustain 3-4 individuals at 1-1.5 hours of usage per day. While this isn't a problem based on their "history" of me, i have only just recently moved here and that history is sparse and not an accurate representation of my actual usage.

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[Ticket: # 631912 - Comcast data cap](#)

**Date:** 11/3/2015 10:41:25 PM

**City/State/Zip:** Shreveport, Louisiana 71106

**Company Complaining About:** Comcast

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### **Description**

I feel that it is not right to place a limit on a service when the provider does little to improve the quality of said service. I am not happy with the data cap.

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**Ticket: # 631660 - Comcast DataCap**

**Date:** 11/3/2015 8:08:16 PM

**City/State/Zip:** Shreveport, Louisiana 71106

**Company Complaining About:** Comcast

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## **Description**

It has recently come to my attention that within my area [Area Code 71106] -- Shreveport, Louisiana, Comcast will start imposing datacaps starting December 1, 2015.

My contract with comcast, and I'm sure many other users, did not include a data cap indicator. Nor does it look like they intend to force us to sign a new contract.

This is an issue of Interference and open internet. These data caps, which comcast insists are not datacaps, will hinder the use of the internet and serve no technical purpose. Comcast is only looking to fatten their wallets before better more viable internet options become available within the area. The rate of subscribers comcast loses, to say google fiber, is instantaneous and numerous as soon as it hits the city.

Granted, I myself do not go over their 300 GB soft datacap. However; I fear this is a slippery slope and if their 5 year plan goes untouched will ultimately lead to internet fast lanes that aren't technically fast lanes.

The reasoning for this would be they're implementing datacaps nationwide, and as I've seen so far absolutely nothing has been done to stop this. It's also appalling business practice, afterall in 2012 they stated there would be no more datacaps.

I advice and urge you to look into this and do what is possible within the FCC's power. There are not cable TV fast lanes, and as comcast transmits data over standard COAX cable, even they can see the logic-- there should not be internet fast lanes, and the ideology of imposing a data cap that "isn't a data cap" will lead to this.

Attached is the email I was sent by comcast.

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[Ticket: # 631667 - Comcast Data Caps in zip 71115](#)

**Date:** 11/3/2015 8:10:14 PM

**City/State/Zip:** Shreveport, Louisiana 71115

**Company Complaining About:** Comcast

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## **Description**

I would like to complain about the implementation of Comcast's 300g data caps that will be placed on my internet starting soon. This is nothing more than an extortion on people who choose to stream video instead of the traditional cable TV. There is no technical reason why they should be placing a data cap on my internet when they had previously advertised no such data cap.

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**Ticket: # 631712 - Comcast data cap**

**Date:** 11/3/2015 8:28:22 PM

**City/State/Zip:** Knoxville, Tennessee 37919

**Company Complaining About:** Comcast

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## **Description**

I live in a test market for Comcast's broadband data cap of 300 GB per month. This policy is problematic in a number of ways. First, the cap allows Comcast to extract more revenue from customers without needing to provide better service by building new infrastructure, since it disincentivizes usage of the bandwidth that customers have paid to use. This allows them to advertise their service at higher speeds than they could otherwise and to expand their infrastructure more slowly than needed to meet their customers' actual needs. Comcast then aggressively markets higher speed internet knowing that by using the higher speeds, customers are more likely to exceed the cap and incur expensive overage fees. Additionally, they exempt their own streaming service from the data cap, which encourages customers to pay higher rates on their Comcast subscription plans in order to get services they can actually use without paying these overages. This practice is anti-competitive in a market that already suffers from regional monopolies and oligopolies, since it discourages Comcast customers from using services that compete directly with their streaming service (eg, Netflix and Hulu), and at best violates the spirit of net neutrality by creating a financial incentive for customers to use Comcast's streaming services over potentially superior competitors. As a company that both provides access to the internet and paid content that is delivered through that infrastructure, Comcast has a duty to remain neutral in their internet service provision, a duty they are currently failing to fulfill.

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**Ticket: # 631749 - Comcast "Data Caps", Price Gouging, and Monopolistic Practices**

**Date:** 11/3/2015 8:44:14 PM

**City/State/Zip:** Little Rock, Arkansas 72211

**Company Complaining About:** Comcast

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## **Description**

As of today, Comcast has announced they will be rolling out "trials" of its 300 GB data cap into the Little Rock, AR area. Note that this "trial" now affects over 20 major areas where Comcast is largely facing little to no competition.

While a 300 GB arbitrary cap would be reasonable in 2005, in the 2015 era it is next to impossible to control usage to this maddening degree. Comcast has "graciously" offered a \$35/month unlimited option, which is another way of saying "we're increasing your service price by \$35/month because we said so". There are no obvious gains as an end-user out of doing so. This change is drastic enough, it makes me consider moving to a zip code where Comcast does not compete, and I will likely do so at the beginning of the year as a result.

We are a modern household that uses around 700GB/mo on average from the broad array of common services popular today. Any user of services such as Valve's Steam game content distribution platform, Netflix, Hulu, Amazon Prime, or any other high bandwidth services are essentially being limited by this practice, as users must become conscious of which services they spend their time with. This is also severely limited our consideration of services like 4k streaming or other areas that corporations want to delve into, affecting the economy as a whole and stagnating technology.

In our area, the only reasonable wireline alternative is AT&T, who cannot compete in price nor technology due to their current infrastructure (My location can only receive 18mbps versus Comcast's 105 (Update: I will also be checking with Fidelity Communications to see what they can offer at my location, as they claim to offer 100 mbps). Again, would be respectable in 2005, not 2015). As you are well aware, the barrier of entry into the broadband industry is far too high for any competitor to seriously contend in this segment, along with municipality agreements preventing competition to even more severe degrees around the country.

Thank you,

(b) (6)

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**Ticket: # 631917 - Comcast Broadband 300 GB Monthly Internet Cap****Date:** 11/3/2015 10:44:23 PM**City/State/Zip:** Johnson City, Tennessee 37615**Company Complaining About:** Comcast

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**Description**

I live in Johnson City, TN and received an email notification on November 3, 2015 that my ISP Comcast was instating a monthly data cap of 300 GB. Comcast is charging \$10 per 50 GB over this monthly cap. No proof has been offered that this is part of technical network management, rather than a monetarily based attack directly on the paying customer. In an area where I have only the option of DSL at comparably low speeds or Comcast, my option to "vote with my wallet" is nonexistent. This gouging of the customer goes against the principles set forth in the Net Neutrality rules of the FCC. As a paying consumer and customer this is my formal complaint against the unjust acts the monopolistic corporation of Comcast is taking on their customers.

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**Ticket: # 631961 - Comcast - Data Cap**

**Date:** 11/3/2015 11:22:41 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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### **Description**

Comcast will soon be implementing a data cap in the Shreveport, LA market. This is absolutely ridiculous. How is this legal?

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[Ticket: # 631990 - comcast caps](#)

**Date:** 11/3/2015 11:52:53 PM

**City/State/Zip:** Bloomington, Minnesota 55437

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps when they are already providing unreliable service. There are no other options in my area for an alternative ISP and this is not something that I believe should continue in any region of the US.

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[Ticket: # 632089 - Comcast Internet Data Caps](#)

**Date:** 11/4/2015 2:44:33 AM

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

**Company Complaining About:** Comcast

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## **Description**

I am restricted to a 300GB/month data cap, despite it costing functionally no more for unlimited data. Furthermore, Comcast (and other ISP's) do not have such a data cap in other markets. This should be illegal and I am submitting my complaint to you, as the Federal regulatory body on communications matters, to help make this so.

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**Ticket: # 632094 - Comcast Data Caps**

**Date:** 11/4/2015 2:52:08 AM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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## **Description**

I am contacting the FCC to complain about Comcast's new trial of data caps that they have begun to roll out in my area (Shreveport, LA 71104). The company did not notify me, nor allow for my opinion on the matter prior to changing the terms of our agreement to provide me with internet access.

Furthermore, the move seems to fly in the face of recent moves by the FCC and the government to ensure access to an open internet. By placing data cap, Comcast is attempting to limit access to its competitors (YouTube, Netflix, etc.) and encourage users to pay more for Comcast services.

Furthermore, it will restrict activities such as working from home on a VPN, online gaming, and other activities that Americans do every day. It is the role of the FCC to protect the people of the United States from predatory business practices such as these in the telecommunications realm. Please look into this behavior and curtail it.

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**Ticket: # 632131 - comcast data cap**

**Date:** 11/4/2015 6:03:04 AM

**City/State/Zip:** Jacksonville, Arkansas 72076

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam, I have internet only service from Comcast in the Atlanta area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

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[Ticket: # 632174 - Comcast data cap](#)

**Date:** 11/4/2015 8:51:50 AM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently started implementing data caps for cable internet in my area. The limit is set to 300GB per month. As someone who uses Netflix as a primary form of a TV entertainment I feel that I will no longer be able to stream as much. I feel it is unfair for Comcast to change the term of my cable agreement at their pleasure in an attempt to make more money.

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**Ticket: # 632196 - Data cap**

**Date:** 11/4/2015 9:15:06 AM

**City/State/Zip:** Houma, Louisiana 70363

**Company Complaining About:** Comcast

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### **Description**

I got Comcast internet so I could use Slingtv to watch TV. It costs a fraction of the price of what Comcast offers for their TV service. Now Comcast added a data cap to my account to where I am going to have to pay them more to watch TV. When I signed up it was for a 2 year deal at a set price and there were no data caps, it hasn't even been a year since I signed up. If I would have known this was going to happen I would have never signed up in the first place.

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[Ticket: # 632343 - Data caps](#)

**Date:** 11/4/2015 10:44:03 AM

**City/State/Zip:** Mt Holly, New Jersey 08060

**Company Complaining About:** Comcast

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## **Description**

For cast should not be able to have data caps, the Internet should be free to use as much as we want to us it, for the enormous amounts of money we are already paying.

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**Ticket: # 632336 - Comcast Unfair Data Caps**

**Date:** 11/4/2015 10:43:25 AM

**City/State/Zip:** Fort Lauderdale, Florida 33308

**Company Complaining About:** Comcast

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## **Description**

Comcast has provided a letter indicating that my town has been "chosen" for a test of their highly illegal data caps, changing the terms of my contract with them and instituting a previously unmentioned data cap on my services. If that wasn't enough, having the gall to offer an extortion fee to continue to receive the already agreed upon contract terms is a bold slap in the face.

Please prevent Comcast from expanding this awful cash grab to other victims, many who would be unable to find alternative ISP's

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**Ticket: # 632377 - New Comcast Data Cap****Date:** 11/4/2015 10:59:59 AM**City/State/Zip:** Shreveport, Louisiana 71105**Company Complaining About:** Comcast

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**Description**

I received an email today notifying me that Comcast would begin capping data at 300GB. This is anti-competitive behavior. All of my household's Television consumption is via streaming media and services that I pay for (HBO Now, Hulu, Netflix, etc.) The move by Comcast to begin restricting data usage inhibits my ability to use those services and encourages me to pay Comcast more money. In the email, they also stated that they are offering an "unlimited" plan. This appears to be a transparent attempt to recover lost revenue from a dying cable TV business. I would ask that Comcast prove that the marginal cost of increased customer data usage is in line with the increased fee. I would also ask that Comcast provide data showing that data caps alter customer behavior. The only studies that I have found show that data caps provide revenue for the Cable company and no benefit to the consumer.

Further, in my area, Comcast has a monopoly on Broadband as defined by the FCC. Either the government should provide support for competition, or the government should regulate the monopoly.

Once this policy is in effect I will need to pay Comcast nearly double my current rate for the exact same service.

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**Ticket: # 632386 - Comcast Data Caps**

**Date:** 11/4/2015 11:02:35 AM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is imposing data caps of 300GB which hurt Net Neutrality because companies like comcast own large broadcast stations and this directly hurts streaming providers forcing people such as myself to limit my tv which is simply un-American.

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**Ticket: # 632434 - Newly implemented data cap**

**Date:** 11/4/2015 11:11:38 AM

**City/State/Zip:** Cresco, Pennsylvania 18326

**Company Complaining About:** Blue Ridge Cable

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## **Description**

I recently found out that the internet Blue Ridge Cable has been capped at 300GB per month. No notification was ever sent out and it has been implemented without the majority of their customers knowledge. Blue Ridge cable is the only company in our area that provides services such as Cable, Internet, Phone, and local news. One company controls everything. Which has resulted in my cable and internet bill going up over 50% the last 5-7 years. Just for internet I pay \$37.95 which is a "discount" since I bundled cable. That internet gets me a blazing speed of 5MB. I've researched other cable companies and in comparison Blue Ridge Cable is the worst for cost and speed. For that price most other internet cable providers will provide 25MB. This is due to the fact they have control over everything. We have no other options. This 300GB data cap has been the final straw. It's Anti internet video and just another way for them to gouged customers that have NO other options. Something has to be done.

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**Ticket: # 632476 - Comcast Data Caps.**

**Date:** 11/4/2015 11:17:11 AM

**City/State/Zip:** Highland, Utah 84003

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps on networks that have handling new customers just fine. They are limiting something that they have no right to. They do not provide the internet, they are a gate into it that has been getting progressively worse and more expensive. Something has to be done about their monopolizing and greed, they are ruining the market and no one can stop them because of their size.

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**Ticket: # 632503 - Comcast Customer Data Caps**

**Date:** 11/4/2015 11:21:01 AM

**City/State/Zip:** Novi, Michigan 48377

**Company Complaining About:** Comcast

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### **Description**

Comcast has released a statement to the media that starting Dec. 1st they are increasing the areas where they have data caps. This goes directly against free and open internet.

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**Ticket: # 632516 - Comcast Data Caps**

**Date:** 11/4/2015 11:22:32 AM

**City/State/Zip:** Somerset, Massachusetts 02726

**Company Complaining About:** Comcast

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## **Description**

These Data Caps are clearly a way for Comcast to scam subscribers out of money, by creating fast lanes and abusing the amount of available data. This is also a way of circumventing fast lanes by requiring users to likely purchase an extended plan just to pay to stream videos, this is the next big stand the FCC needs to make.

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**Ticket: # 632534 - Comcast Data Caps**

**Date:** 11/4/2015 11:24:45 AM

**City/State/Zip:** Johnson City, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

As of December 1st, Comcast will be imposing data caps (of 300 gb) to my area after having promised unlimited internet when I signed up a month and a half ago. This is an atrocious business practice, and since they basically have a monopoly over the area when it comes to high speed internet, should be illegal. The only other option in my area for internet has much slower speeds. Seeing as my household uses streaming options for videos online such as Netflix, it is clear that Comcast is trying to punish those that are using alternative services to their cable platform. Please do something about this before Comcast expands these data caps to the entire country, which they have claimed they are doing within the next 5 years.

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**Ticket: # 632535 - Comcast Data Cap**

**Date:** 11/4/2015 11:24:46 AM

**City/State/Zip:** New Britain, Connecticut 06053

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing data caps in test areas around the US. The data cap is only 300gb. In today's age that is nothing. Implementing data caps is abuse of their power. Please stop Comcast. Comcast is trying to destroy the free Internet.

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**Ticket: # 632553 - Comcast Data Caps**

**Date:** 11/4/2015 11:27:48 AM

**City/State/Zip:** Chicago, Illinois 60124

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are a money grab by the company that already price hikes their internet. 300gb sounds like an amount that isn't likely to be reached, but we are looking at a day an age where we have netflix, spotify, pandora, twitch, and any streaming applications that will easily push someone past the 300gb amount.

This is an unfair practice that is most likely to target the losses of Cable tv, and to target costumers who do the previous mentioned activities. I find it despicable that I pay 79 dollars a month for a service that will now be even more money when we reach past some self imposed data cap.

There is no real financial reason to cap the internet, and the internet should remain cap free. Please consider this

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[Ticket: # 632572 - Comcast Data cap](#)

**Date:** 11/4/2015 11:30:16 AM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a data cap on my network and it is clearly bull.

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**Ticket: # 632617 - Comcast Data Cap**

**Date:** 11/4/2015 11:36:03 AM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## **Description**

It is unjust for Comcast to punish heavy internet users and charge a fee to receive more data. With the way technology and work is changing, many workers are working from home. Doing this gives more people time with their families and unfortunately places a strain on internet usage when there is a cap. America is about opportunity, the average consumer should have no limit on how much internet service is used whether it be to stream, game, educate, work, or pursue a passion. In a household of two working adults who sometimes need to work from home to be around for the Comcast man and other service appointments, it is near impossible to work under Comcast's data cap. My fiance uses the internet to complete charts for his patients but connecting to that network in itself, viewing X-Rays, EKGs, etc. all use massive data. Comcast is penalizing us by using the internet for what we enjoy and have to do to continue paying for this service. I believe that Comcast's data cap is unlawful.

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[Ticket: # 632625 - Comcast expanding their data caps](#)

**Date:** 11/4/2015 11:36:59 AM

**City/State/Zip:** Middleton, Wisconsin 53562

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. David Cohen has said that they plan to cap the entire US market within 5 years. This is a horrible idea and they must be stopped.

Streaming media will take a major hit and help to further monopolize TV as fewer people can stream netflix, hulu, etc.

Data caps will do nothing but hurt a multi faceted thing like the internet. The customer will suffer while Comcast execs will prosper. They have to be stopped. Do not stand by while a horrendous company continues to monopolize our country. Do something about it.

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[Ticket: # 632682 - Comcast and data caps](#)

**Date:** 11/4/2015 11:43:39 AM

**City/State/Zip:** Richwood, Texas 77531

**Company Complaining About:** Comcast

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## **Description**

Dear FCC and those involved,

Please look into the issue of Comcast and it's data caps further. There is no good reason for them to impose caps on data other than greed. Data isn't a tangible thing. There is not limit on data in the world. There is no reason to limit customers on how much data they can have. Their reasoning is purely profit driven. Please look into the issue and help keep the Internet a free place where information can be shared freely.

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**Ticket: # 632645 - Comcast 300 GB monthly usage cap; wants \$30 extra to avoid being capped.**

**Date:** 11/4/2015 11:38:22 AM

**City/State/Zip:** Pembroke Pines, Florida 33026

**Company Complaining About:** Comcast

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## **Description**

I averaged 50 to 70 GB a month according to Comcast usage monitor BEFORE the enforcement of the data cap. The data cap has now been implemented and all of a sudden I'm now over 250 GB a month. I'm doing the same things I've always done online. I called Comcast to try and figure out why there was a huge difference of data use before and after the data cap enforcement and as usual no one could explain why. I pay \$70 a month for internet alone and they are now telling me that I will be charged an additional \$10 for every 50 GB of data over the limit or I can pay an extra \$30 to avoid being capped. Clearly this is a tactic to limit video streaming that cuts into Comcast TV market. I'm unable to switch providers due to the lack of competition in my area. I urge the FCC to look into this matter and stop this monopolistic behavior by Comcast.

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**Ticket: # 632646 - Comcast Data Cap**

**Date:** 11/4/2015 11:38:23 AM

**City/State/Zip:** Falls Church, Virginia 22042

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced the expansion of a 300GB data cap to more territories including Virginia. This cap is very anti consumer as the proliferation of video streaming grows. In many areas, consumers do not have the option of another cable provider and have no way to have internet access without Comcast. Please consider limiting the ability of Comcast to impose a 300GB data cap. As the internet becomes more and more important in our daily lives, limiting access for another price increase is anti consumer and is simply not good for the people who rely on the service.

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**Ticket: # 632656 - Comcast is Pushing Data Caps on Everyone.**

**Date:** 11/4/2015 11:39:35 AM

**City/State/Zip:** Paducah, Kentucky 42001

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head (b) (6) has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. Me and my BF use Netflix because we can't afford cable and we play video games with friends online. If Comcast puts Data caps into effect we will no longer be able to enjoy TV or play games with our friends online.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

Comcast received a mass amount of money from the government just so they could improve their networks, and instead pocketed the money. Not only does this show how greedy they are, it shows they don't even care about what the government tells them... much less their customers. They NEED to be punished for this. Force them to hand back the money, with penalty fees, or force them to keep their word.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

Please stop Comcast, this monstrous and terribly monopoly, from getting away with this. They are the only option I have to choose from in my area that gives me the speeds I need. In no way does data caps help customers, all it does is exploit customers for more profit while punishing them. If Comcast had competition, they would never enforce something like this because they would lose their customers.

I do not need to be contacted back, I just want to make this complaint on behalf of everyone in the US who is affected. I know I am not the only one who will be effected. I really wish Google Fiber was in my area already, I am desperate to get away from this horrible company. Is there anything the FCC can do to help Google Fiber spread nation wide, or at least get a bunch of competition started up? That would be amazing.

Thank you so much for everything you are doing to help the people. You are by far the best thing in this Government right now.

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[Ticket: # 632689 - Cap on Internet](#)

**Date:** 11/4/2015 11:44:34 AM

**City/State/Zip:** Mound, Minnesota 55364

**Company Complaining About:** Mediacom

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## **Description**

Mediacom is my only option for acceptable high speed internet (Frontier communications is my other choice, but their service caps out at 1.5Mbps to my home) and the fact that there are caps on the service make it difficult to use it the way that I would like.

I stream a lot of video and was told that I would need to go to their higher tier in order to avoid bumping up against their data cap. This is compounded by the fact that I am unable to locate on the mediacom website where I would even check my usage to see how much of this cap I am using.

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**Ticket: # 632700 - Comcast/ISP Data Caps**

**Date:** 11/4/2015 11:47:06 AM

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

**Company Complaining About:** Comcast

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## **Description**

I think it's time to have our government step in and stop the price gouging that is so blatantly going on in today's ISP market. It should be illegal the way ISPs (specifically Comcast in my case) are charging people for Data Usage. It is absurd that a company can drastically increase a bill to an end-user for the amount of data they use. Especially when there is little to no increase in expenses to the company. It is widely known and proven that it does not cost ISPs a lot of money to provide its customers with "more data." The fact that I have no other choice where I live for an internet provider clearly displays that this has major similarities to a Monopoly. I have no other choice than to accept an increased bill due to data caps, or ditch my ISP and live life with no internet. We all know that living without internet is nearly impossible in today's world. It is time to put an end to this mistreatment of responsible paying customers. I'm not asking for free internet, I'm asking for fair internet. The way things are heading is outright unfair to the American people. It's amazing that it is legal. Please put an end to corporate greed that is clearly out to suck dry the people of this country who have no other choice for ISPs. Please put an end to Data Caps.

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[Ticket: # 632703 - Comcast data cap](#)

**Date:** 11/4/2015 11:47:32 AM

**City/State/Zip:** Little Rock, Arkansas 72205

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap on Internet usage in Little Rock ar. This cap punishes those who do not subscribe to their Television services and opt to stream media such as netflix. A data cap such as this makes consumers pay more money to have the same access to the Internet. It is clearly a way to force more money from the customer.

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[Ticket: # 632712 - Comcast and all other ISP data caps](#)

**Date:** 11/4/2015 11:49:27 AM

**City/State/Zip:** Calera, Alabama 35040

**Company Complaining About:** Charter

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## **Description**

Comcast is expanding their malicious data caps on December 1st. This practice should be criminalized across the board for many obvious reasons. There is no justification for having data caps and even less so for charging outrageous amounts once the cap is breached. If this is allowed then they will simply lower that cap further and who knows what else, pay per click? If we are forced to deal with these monopolies then let them be highly regulated monopolies in the favor of the consumer.

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**Ticket: # 632724 - Comcast Data Caps Abusing Monopoly Powers**

**Date:** 11/4/2015 11:54:12 AM

**City/State/Zip:** Seekonk, Massachusetts 02771

**Company Complaining About:** Comcast

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## **Description**

Hello,

I live in an area where Comcast is the only high speed internet provider available. I have been reading about Comcast aggressively expanding data caps on home internet in markets where they are the only provider available and I am concerned that if this isn't stopped I will soon be affected. This is a clear abuse of monopoly powers and is completely unnecessary on home wired internet connections. I hope that the FCC will do something about this monopoly and look into the consumer's best interests.

Thank you.

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**Ticket: # 632767 - Data Usage Caps**

**Date:** 11/4/2015 11:59:52 AM

**City/State/Zip:** Bartlett, Illinois 60103

**Company Complaining About:** Comcast

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## **Description**

What Comcast is trying to implement across the nation is destructive to the online competition of television providers. The small data cap of 300GB per month is just small enough so that it encourages the disuse of streaming services such as Netflix and Hulu, and encourages the use of the Comcast Cable TV network instead. This is anti-competitive behavior towards the consumers and other companies that are trying to provide other options to subscribing to cable television. Using the above listed services our household goes over 600GB a month, which is nearly double the cap that Comcast says they plan on imposing across the nation. I plead to you to help fight this as in markets such as the Chicagoland area, we have only one choice for broadband internet, and that is Comcast. Comcast is taking advantage of the control that they exert in the markets where they are the only broadband providers. Please do not let them push an unfair price hike on the consumer just so that they can make more money.

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**Ticket: # 632769 - Comcast Data Cap**

**Date:** 11/4/2015 12:00:05 PM

**City/State/Zip:** Pasadena, Maryland 21122

**Company Complaining About:** Comcast

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### **Description**

If I want "fast" internet in my area I am forced to go with Comcast. Their new data cap of 300GB is ridiculous. I will be forced to pay even more money on top of their already high prices just for using the internet, gaming, and streaming music/tv. I have no other high speed alternatives so it feels like they re holding me at gun point since I have no other options.

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[Ticket: # 632770 - Comcast Usage Cap](#)

**Date:** 11/4/2015 12:00:09 PM

**City/State/Zip:** St. Charles, Illinois 60175

**Company Complaining About:** Comcast

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## **Description**

Comcast is overreaching again when it comes to the boundaries of their control as an ISP. This new 300GB data cap is not in place because they (as a company) are having trouble allowing / meeting the needs of their customers. As technology capabilities increase the amount of data that is used increases, but so does the technology to direct and handle that data.

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**Ticket: # 632788 - Internet Provider Data Capping**

**Date:** 11/4/2015 12:04:37 PM

**City/State/Zip:** Edina, Minnesota 55439

**Company Complaining About:** Comcast

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## **Description**

I am very distraught by the idea that data caps could be applied to my service. The idea of this is very concerning to me because my primary source of entertainment is streaming services that I pay for. This seems like a violation of what I believe is a right to have internet, the free flow of ideas and learning. My child will be at a learning age soon and I would like him to have unlimited knowledge so he can pursue any subject he wants to learn. I believe this small change can greatly effect the next generation no having open access to information.

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**Ticket: # 632796 - Data caps**

**Date:** 11/4/2015 12:05:30 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19143

**Company Complaining About:** Comcast

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## **Description**

I currently only have Xfinity (Comcast) internet in my area (Philadelphia) and can not find a reason why they put data caps on my current bill, when I spoke with a representative they mentioned it was to ease congestion during peak hours but and am having a hard time understanding what that has to do with a monthly data cap if I can still log in and browse during peak hours.

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**Ticket: # 632826 - Comcast Internet Data Caps**

**Date:** 11/4/2015 12:09:41 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17109

**Company Complaining About:** Comcast

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## **Description**

I think it's insane that Comcast has started imposing Data Caps for it's internet, which I am currently already paying dearly for. While the Data Caps have not been imposed in my area, I find it troubling that Comcast has expanded this practice and feel that it's only a matter of time before they try to launch it nationwide.

To me this is just a way for them to grab more money from the users of Netflix, Hulu, and other streaming methods by imposing Data Caps which most of these services will pass when used on a regular basis. With the drop in viewership and subscription to their cable TV service, they are trying everything they can to milk people out of their money.

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[Ticket: # 632845 - Land Line Broadband data caps are a danger to the internet](#)

**Date:** 11/4/2015 12:14:00 PM

**City/State/Zip:** Wonder Lake, Illinois 60097

**Company Complaining About:** Comcast

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## **Description**

The FCC needs to step in and state that landline broadband providers are not allowed to impose data caps where real evidence of network congestion is not present. It is obvious that Comcast is not going to have a good heart moment and stop pushing data caps nation wide. The FCC needs to make a statement or ruling on this before these draconian data caps are rolled out.

Thank you.

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**Ticket: # 632854 - Capped Data Plans for Home Internet**

**Date:** 11/4/2015 12:16:09 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is now capping the amount of data one can use on their home internet. There is no reason for them to do so other than pure greed. They have the infrastructure to support the data. They also can't charge the same amount for what was previously unlimited data. The most ridiculous thing about this is that our technology is going backwards. When cable internet first came about there were no data caps. 10/15 years later and we've gone backward in capability? The FCC needs to come down hard on these cable companies. They're taking advantage of the customer.

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**Ticket: # 632871 - Data Caps: An Anti-Competative Policy**

**Date:** 11/4/2015 12:17:53 PM

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

**Company Complaining About:** Comcast

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## **Description**

In 2007 Netflix began offering streaming video service as the lowest tier of their system. This has caused a paradigm shift in how people viewed content. It would be a couple of years before the term "Cord Cutters" would be tossed around in the evening news, but the shift was inevitable. As a cord cutter, I have found the freedom to watch things at my own pace on my time. This model has begun to be emulated by Hulu who insists their version have commercials (an artifact of their origins within Comcast). This has caused Netflix to become a widely loved company while Comcast has become an almost universally despised company on their own.

Comcast, not concerned with trying to compete with anyone, is now doubling down on being a terrible company interested in only maximizing profits at the cost of its consumers. This "doubling down" comes in the form of data caps (roughly 300GB) being spread across the country. The piece meal method they employ is evidence they know nobody wants this. Their own VP of Internet Services, Jason Livingood, suggested it was not a policy that had any real rational other than making money (1). The reason is becoming obvious to everyone in the market. This is due to the existential threat Netflix represents to the old cable business model. A company which has done everything in their power to avoid, destroy, or absorb competition finally has a competitor that it is having trouble dealing with. So instead of competing, they once again, try to destroy them.

They do this in the form of causing fights in the home between spouses, parents and children when the data cap is reached ( I guarantee you, my dad would have blamed my gaming if he had to pay an extra fee for using too much internet ). They do this in the form of changing your contract without giving you a choice in the mater or even misleading you (as has happened to me) as they suggest an adjustment to your contract (I asked if there was anything negative about the change on the phone and was told nothing negative was included in the contract, only faster speeds at lower costs). This was all when I lived in South Carolina you see. I have now moved across the country to Colorado where data caps haven't reached us yet. I write this because today I stumbled upon an article about Comcast's plan to expand the data caps into a new region (2). As Google fiber is slowly expanding, I can't expect them to be able to apply the pressure necessary to cause Comcast to rethink this policy. These anti-competitive practices are going to potentially hamper the new economy as more and more of that economy takes place on the internet. As I'm sure you will notice, Colorado isn't one of the places listed in the new data cap territory to be established on December 1st. As I write this I am reminded of the poem "First they came" by Pastor (b) (6) :

First they came for the Socialists, and I did not speak out—  
Because I was not a Socialist.

Then they came for the Trade Unionists, and I did not speak out—  
Because I was not a Trade Unionist.

Then they came for the Jews, and I did not speak out—  
Because I was not a Jew.

Then they came for me—and there was no one left to speak for me.

Now, I do not expect to be placed in a concentration camp or be put to death for my use of Netflix. However, the point of the poem is not simply about the horrors of the holocaust, but about protecting others when their rights are trampled upon and the threat of incremental threats.

Please, stop Comcast's anti-competitive system. Its power and influence have gotten out of control and it needs to be given some clear boundaries.

(1): (b) (6) [Redacted]

(b) (6) [Redacted]

[Redacted]

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**Ticket: # 632888 - Comcast Data caps**

**Date:** 11/4/2015 12:21:49 PM

**City/State/Zip:** Fort Worth, Texas 76107

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently starting implementing data caps for their broadband subscribers. This is unjustifiable. They plan on capping their entire market within 5 years according to (b) (6). This move is to primarily line their pockets and go after streaming services. Comcast owns Xfinity and NBCUniversal, this cap is being implemented to attempt to retain cable customers because the 300 GB cap is just enough to punish streaming only customers. Instead of trying to improve their network and services, they are opting to just punish users that don't have a need to pay for their overpriced service.

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**Ticket: # 632893 - Comcast Data Caps**

**Date:** 11/4/2015 12:22:14 PM

**City/State/Zip:** Manitowoc, Wisconsin 54220

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to roll out data caps to extort more money from paying customers while offering NOTHING more. Broadband internet should be treated like a utility. This is akin to the telephone company limiting you to 50 calls a month or the water company limiting you to 50 gallons per month and then charging you double to use more because they know you need it and can't say no.

I have no comparable competition in my area. This is a monopoly for all intents and purposes and will kill the system as we know it.

This cannot be allowed to continue.

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**Ticket: # 632894 - Comcast Bandwidth Caps**

**Date:** 11/4/2015 12:22:17 PM

**City/State/Zip:** Little Rock, Arkansas 72204

**Company Complaining About:** Comcast

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## **Description**

I am concerned that Comcast is attempting to force users to use their cable services (TV Etc) by establishing bandwidth caps. It has also been suggested they are only doing it in conservative markets so they can be sued, then win said case in a conservative / friendly judges court to establish precedence.

I personally wish there was a better option for high speed internet in my area, but there is nothing yet with a matching or better speed. I think that this Data Caps may be nothing more than a ploy to get around Net Neutrality, and price gouging customers with few options.

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**Ticket: # 632910 - Comcast/Xfinity Consumer Caps**

**Date:** 11/4/2015 12:23:37 PM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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### **Description**

Comcast/Xfinity announced today an expansion of their "data cap trial" which limits Internet access to 300GB a month. I believe that this is an infringement on consumer rights & should not be tolerated. At many places in Tennessee, we don't really have any options other than Comcast & their service is lack luster at best. Due to the lack of competition, they're able to do things like that & it's wrong. Access should be free & open, plain & simple. Comcast is losing television subscribers & they're attempting to punish those of those who choose to not have a cable television subscription.

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**Ticket: # 632933 - Comcast Data Caps****Date:** 11/4/2015 12:27:04 PM**City/State/Zip:** Morgantown, West Virginia 26505**Company Complaining About:** Comcast

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**Description**

I am completely against the data limits proposed by Comcast. There are a few issues with this data caps. One, Comcast and other ISPs are already charging streaming services such as Netflix in order for them to stream without threat of a traffic slow down, this is by definition extortion; Netflix then has to yield to these threats because it would cause consumers to get frustrated by their sites constant buffering and low picture quality and make their service unappealing. Second, now Comcast wants to impose ludicrously low data caps on their subscribers. The proposed data cap is 250gb/month, which with services that stream content in HD means that consumers will hit this data cap very quickly and will force them to purchase a \$35 unlimited plan. Data usage grows very quickly and with the introduction of higher resolution streaming these caps will be met even faster and will force the majority of consumers to purchase this unlimited plan. Effectively this is a way to force consumers to look at cable as an option by forcing extra charges on top of their already payed services. There is a reason people are cutting the cord so to speak: they are tired of endless advertisements, they are tired of paying for channels that they never watch, and they want the freedom to watch what they want when they want. Third, this measure is largely anti-competitive. Their overall goal is to use their standing as one of the largest ISPs to reduce competition by imposing absurdly low data limits to both their consumers and corporations.

If there were competition for ISPs I would say let this issue work itself out using a free market approach, however, for many there is no competition and are forced to pay these fees begrudgingly. I believe these actions will injure the message for a free and open internet, and once again hinder progress for new internet streaming services and for the internet as a whole. For these reasons, I am completely against these proposed and already partially imposed data limits.

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[Ticket: # 632943 - Comcast is imposing data caps](#)

**Date:** 11/4/2015 12:29:13 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps of 300GB/month and is increasing its efforts and markets. This is a large issue because the Internet should be free and open and UNLIMITED. Currently, there is no limit to the television or phone calls we can consume, so why should there be for Internet? The Internet has become mainstream and part of our everyday life.

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**Ticket: # 632959 - Comcast Data Caps**

**Date:** 11/4/2015 12:32:11 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

Data caps are unfair and violate net neutrality. It inhibits our growth as a civilization and our development as human beings. Limiting internet is like limiting running water, sanitation and electricity. People in Africa choose internet over things such as running water because the social and economic benefits outweigh even such basic utilities.

If we want a stronger USA and a stronger, more educated and prosperous world, this needs to stop now.

I don't use Comcast

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[Ticket: # 632969 - Usage cap and fees](#)

**Date:** 11/4/2015 12:33:07 PM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to enforce a 300GB monthly data cap in my area. Then charge extra above the already high monthly charge for internet service. This is monopoly anticompetitive behavior since I have no other options for high speed internet in the Johnson City, TN area. Please investigate.

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**Ticket: # 632970 - Comcast Data Caps**

**Date:** 11/4/2015 12:33:06 PM

**City/State/Zip:** Decatur, Georgia 30030

**Company Complaining About:** Comcast

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## **Description**

Data is not a limited resource. Electrons flowing through a tube and "usage" are not real resources that can be depleted.

It is patently against the law for a public utility to force unfair practices upon customers. I urge the FCC to more closely regulate Comcast in order to allow citizens guaranteed access to the internet.

Data caps are just low enough to punish streaming and serve no other purpose. Allowing an option for unlimited data is simply a way for Comcast to extort more money from customers that do not have a viable choice.

When customers do not have real choice, the FCC needs to step-in and enforce equity. Comcast is only trying to recoup costs from it's dying business model, and will soon go the way of Blockbuster. Good riddance.

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[Ticket: # 632988 - Comcast data caps](#)

**Date:** 11/4/2015 12:37:04 PM

**City/State/Zip:** Londonderry, New Hampshire 03053

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps for home internet service. They state that the 300gb data cap will not affect most users, however this is with current internet trends.

With the rise of higher quality content such as 4K video, I feel Comcast doing this is stifling innovation and progression of technology, forcing some consumers to choose between quality of content and additional fees.

While the data cap has not been implemented in my area, I feel it is inevitable that Comcast will eventually roll this out nationwide. This is concerning being in an area where I do not have a viable alternative internet provider.

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[Ticket: # 632999 - Comcast is extorting its users](#)

**Date:** 11/4/2015 12:39:21 PM

**City/State/Zip:** Frederick, Maryland 21158

**Company Complaining About:** Comcast

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### **Description**

Comcast is going to institute a 300GB/month data cap, and that is utter insanity. The other issue is that there is no local competitor, so I am forced to use Comcast as a means to get my internet.

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[Ticket: # 633002 - comcast data caps](#)

**Date:** 11/4/2015 12:39:29 PM

**City/State/Zip:** Dekalb, Illinois 60115

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting in place data caps to screw over its costumers in the next few years as traditional cable is faded out for internet streaming video.

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**Ticket: # 633026 - Age of Technology**

**Date:** 11/4/2015 12:48:57 PM

**City/State/Zip:** Barnegat, New Jersey 08005

**Company Complaining About:** Comcast

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## **Description**

Though I am not capped, Data caps and throttling in this day and age are absolutely unacceptable and are clearly abusive and extortion. Internet has become necessary for receiving accurate information and keeping in contact. A user that has been data capped can not download purchased video games, can not Skype friends, can not stream movies or music, and they can not browse the internet without the financial threats and stress of going over the limit. There is no reason for data-caps other than for a company to bleed it's customer's wallet. It is a selfish and crude policy that preys on the citizens. Throttling and Capping are also a providers way to combat cord cutting, as more and more people are moving towards the internet based media and ditching TV. We can no longer be blind to these obvious money grabbing policies. To claim these practices are in place to "make it fair" is an absolute lie. An open net without capping or throttling is the ONLY way to make it fair. These current policies don't "make it fair", they only "Make a fare" that we, the people, need to pay for absolutely no reason.

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**Ticket: # 633028 - Capping**

**Date:** 11/4/2015 12:49:05 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they intend to cap the internet for their entire footprint in order to shore up their business model revenues, which were potentially looking to decline in the future as more cord cutters moved toward canceling their cable package in favor of internet only streaming. Comcast owns NBC universal and a controlling stake in Hulu, a TV streaming company. Presumably, the caps won't count for NBC, and possibly Hulu, which would be a clear violation of the net neutrality principles enshrined by the FCC, since it favors their data services over another, like Netflix. This is also a violation of the Sherman Act, in that Comcast is a de facto monopoly, or at best, a duopoly in their market footprint, and they're using their monopoly power to raise rates on captive users who are increasingly dependent on the internet to work, communicate, and play. In my area, the only "competition" is telephone company and DSL provider CenturyTel, which refuses to upgrade their network to modern fiber optic. Although we're criss-crossed by municipal fiber, much of it remains locked up by a state law that prevents PUDs (public utility districts) from providing consumer level internet/telephony services, which was passed at the behest of both Comcast and CenturyTel when they bribed state legislators to prevent any competition when it comes to the internet; hopefully the FCC will overturn the state level restrictions. Since the time the law was passed, neither competition nor the quality of the network has improved, and except in the areas of the country where true competition exists (Chattanooga, TN, where a public utility is running a high speed fiber optic network, and Google Fiber in various cities), Comcast has made no effort to improve the pricing or quality of their network. Their service is slow, complicated, and expensive, and getting more expensive with every bill, and their response to technical or billing issues is equally slow and ineffective.

It isn't clear why the cap is being implemented at all, not according to Comcast's reasoning. The cost to maintain an active internet connection to a home or business is fixed; whether data is streaming down the pipe or not, it doesn't matter, the cost is virtually the same. The only time service declines is when multiple users are on the local cable node at the same time, which degrades the quality of the entire cable loop for everyone, which is a limitation of the loop (only so much data can fit into the pipe at the same time), and doesn't account for off-peak usage, or even different kinds of usage. Comcast could easily fix this, and dispense with caps altogether, if they installed FTTH (fiber to the home), which they don't want to do, because that actually costs money that they don't want to invest in their network, and they would prefer to continue with the status quo, pretending that users are satisfied with slow speeds, asymmetrical download or uploads, and various other restrictions that Comcast imposes on the end user in an effort to limit what you can do with the connection, and push them toward more expensive tiers, packages, or services. Their poor quality network is "good enough", according to them. At the regional level, to accommodate increased data passing through their network is relatively cheap, and requires a small investment in network switching equipment, and the actual costs passed on to the end consumer would be negligible and unnoticeable--certainly not \$35 a month. If it's a question of "fairness", as Comcast absurdly puts it, then it would be fair to offer low end users of the internet a substantial discount by metering their internet use; the less the use, the more they save. Comcast, of course, doesn't want to do that, because it makes their revenues less

certain, and of course, slightly fairer than making the fewer than 1% of high end users pay more for using slightly more than the average user, not to mention their atrociously incompetent billing systems would continue to spit out the wrong bill, month after month, and, of course, given their technical incompetence in general, you would actually have to rely on their software-based data meters, which aren't regulated by any entity other than Comcast's billing and marketing depts. I should point out that this unfairly targets streaming, like Netflix and Amazon, which will be counted against that cap (even though Comcast's own services, like NBC and on-demand streaming won't), and that the end consumer is paying not once, but twice for the streaming services, once to the likes of Netflix, and again to Comcast; that Comcast offers discounts for bundling cable TV packages with internet, even if you don't want them, and won't watch them, and then plays a bait and switch game with the initial pricing, which they later jack up after the promotion ends (unless, of course, you're a savvy consumer and threaten to walk), or through hidden fees, like modem rentals that of course never get paid off.

Comcast is trying to gradually roll this out nationwide, starting, of course, with the South; it's been the hope of Comcast that the endless complexity of fees and billing, the public's general misunderstanding of how the internet and net neutrality works, the public's lack of attention for substantive issues in favor of fleeting ones, the public's lack of desire to "fight" Comcast over billing disputes, Comcast avoiding calling it a "cap" and playing word games to deceive the public (they do the same with the lobbyist and Comcast VP (b) (6) who isn't a lobbyist, according to him), bribing legislators and public officials, using laws and lawyers to avoid or prevent competition, and so on, to slowly ease yet one more line item on the bill that is already stuffed full of misleading and hidden fees to "tax" the consumer to pay their shareholders already substantial profits, while offering nothing in return.

So really, there's nothing "fair" about this. The internet is a public utility; rates, along with service, should be heavily regulated, like phone and electrical service. Sorry not sorry if this craters Comcast's business model, and they have to go back to providing decent service.

I would also encourage the FCC to contact the DOJ Antitrust Division, and file a joint motion with the courts to take action against Comcast, essentially to break them up for anticompetitive practices like data caps. It was a mistake then to approve the merger of Comcast and NBC; it's a mistake now to allow them to continue gouging the consumer with their hidden fees/taxes so they can show their shareholders that they're making an increasing profit, year after year, without offering a substantial improvement in their service to consumers. The 1% have enough money already, more than they can ever spend in multiple lifetimes. It's time that we get something decent for what we pay for, again and again.

It used to be the US was No. 1. Now, we don't even appear in the top ten list of countries for education, healthcare, infrastructure, and of course, the internet, because we've allowed large corporations like Comcast to grow into 1000 lb gorillas who use their influence and power to distort the free market in favor of locking their users into their network.

Thank you for reading my complaint. No response is necessary from Comcast, and if they call, I'll ignore it anyway--I don't need to hear more of their marketing BS. I will, however, be contacting the DOJ Antitrust Division, as well as my legislators, and encouraging them to provide a more competitive landscape for the internet, instead of the subpar service Comcast--the most hated company in America for several years running--provides.

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**Ticket: # 633053 - Comcast Data Caps**

**Date:** 11/4/2015 12:53:06 PM

**City/State/Zip:** Hinesville, Georgia 31313

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently begun to expand their 300GB data cap policy to other markets. I currently live in an area where this policy was first introduced, and have lived with it for some time.

Despite Comcast's claims that I would be unaffected by the change due to how large the cap is, I've easily hit the cap for several months in a row. I stream HD content from online streaming services, play games, and use the internet for work.

My complaint with this policy is that it seems wholly unnecessary. Data is not a finite resource that needs to be rationed. Comcast was able to provide unlimited service with no issues for many years prior to this change. This seems to be a blatant money grab by limiting the same services and charging more.

Comcast plans to have this policy in place in all markets within a few years. New technologies including 4K streaming, music streaming, and others will be severely handicapped by how much data a user can afford, allowing Comcast to push it's cable services, which is a direct competitor to these cord-cutting services. Without proper competition to keep a policy like this in-check, Comcast is essentially allowed to force it's consumers to pay more for the same service.

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**Ticket: # 633058 - Comcast is establishing a monopoly and needs to be stopped**

**Date:** 11/4/2015 12:54:06 PM

**City/State/Zip:** Sebastian, Florida 32958

**Company Complaining About:** Comcast

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## **Description**

I live in Florida and rely upon the internet to make and receive phone calls. My husband is hearing impaired. The Comcast data cap will cause us to make less phone calls since we rely upon the ability to use video to call:

Our doctors

My parents's doctor. My mother is dealing with worsening dementia.

My family members across the country

My church members

And more...I am already exceeding the 'data cap' and after December 1, I will be forced to stop making calls.

Comcast will soon be instituting data usage caps in our area. These caps are so low that we will exceed them after just a few minutes of talking. They will then offer us the chance to buy more data, which we cannot afford, even if it were an emergency. They are trying to monetize and limit something which by definition is without limit. It costs them no more to offer someone 50 gb of data a month as it does 50 terrabytes, but this way they can get more money for doing absolutely nothing. Comcast is now taking away the ability for me to connect with the community. Please tell Comcast to stop.

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**Ticket: # 633061 - Comcast Data Caps**

**Date:** 11/4/2015 12:54:31 PM

**City/State/Zip:** Sterling Heights, Michigan 48313

**Company Complaining About:** Comcast

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### **Description**

Comcast is starting to implement data caps on more cities throughout the US, and it's only a matter of time before this money hungry anti consumer corporation does so in my city.

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**Ticket: # 633063 - Comcast 300GB Data Caps**

**Date:** 11/4/2015 12:55:03 PM

**City/State/Zip:** Ambridge, Pennsylvania 15003

**Company Complaining About:** Comcast

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## **Description**

Comcast is slowly implementing their 300GB Data Caps on Internet service. I see no reason why this needs to be done. The systems are already in place so it's just Data running through the wires. It does not cost them any more money if I use 300GB a month or 500GB. Why should the customers have to pay because Comcast want's to be greedy. We seem to be going back in time. Faster Internet speeds but a lower amount of Data. Why does the USA consistently lag behind other countries when it comes to internet services?

Why should users be punished because we wan't to watch Netflix or play online games? Oh sorry son you can't watch any more educational programs on Netflix for the rest of the month, we are at our Data Cap and I don't want to get charged more for more data.

This is just a grab at more money from Comcast to make up for the decline in Cable TV subscribers.

This is crazy and the FCC needs to look into this matter.

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**Ticket: # 633072 - Comcast Data Caps**

**Date:** 11/4/2015 12:56:17 PM

**City/State/Zip:** Houston, Texas 77001

**Company Complaining About:** Comcast

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## **Description**

Why is an effective monopoly allowed to restrain data transfer with data caps - effectively a restraint of trade due to its monopoly status - a status granted by government and in many places codified into law. While it is unclear what they will do as they expand their data caps, it is interesting to note that this does not cap data for Comcast properties, only other properties in some areas. It is ridiculous that this is allowed, when we can observe that an actual competitive market removes these constraints when it is allowed.

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**Ticket: # 633102 - Data Cap**

**Date:** 11/4/2015 1:00:20 PM

**City/State/Zip:** Nashville, Tennessee 37216

**Company Complaining About:** Comcast

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## **Description**

Moved to Nashville area a couple of months ago. I specifically asked the Comcast representative named "(b)" if there was a data cap. He responded to no. Fast forward to next month and I'm getting notices about how I've gone over the 300Gbs usage. I'm sick of being lied to every time I try to get the package I signed up for which I was specifically told there was no data cap.

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[Ticket: # 633104 - Comcast Data Caps](#)

**Date:** 11/4/2015 1:00:31 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast plans to unroll data caps to my service. I believe this is, or should be, against the law. Please do not allow Comcast to implement a data cap policy.

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**Ticket: # 633109 - Comcast Data Caps & Monopoly**

**Date:** 11/4/2015 1:00:55 PM

**City/State/Zip:** Lake Placid, Florida 33852

**Company Complaining About:** Comcast

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## **Description**

Comcast appears to be setting caps for its users, especially those in areas with NO competition for high-speed internet. This is not user friendly in any way, and data caps do nothing except make Comcast money from those who believe they have to buy their way into higher caps.

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**Ticket: # 633110 - Data caps**

**Date:** 11/4/2015 1:00:57 PM

**City/State/Zip:** Abingdon, Maryland 21009

**Company Complaining About:** Comcast

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### **Description**

Data caps are anti-consumer and expecting people to pay more money for unlimited that was previously available at lower prices is akin to extortion. This is unfair to those affected by the caps and the expansion of these caps to new areas is a blatant money grab and spits in the face of Comcast customers everywhere.

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**Ticket: # 633143 - Comcast Implementing data caps on home internet**

**Date:** 11/4/2015 1:04:54 PM

**City/State/Zip:** Little Rock, Arkansas 72211

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently declared they will be implementing a data cap trial in my area of 300GB a month. This is unnecessary and only being implemented due to the restricted options I have for competitive service from other companies. They know that because they have no competitors I have no choice but to pay the extra \$35 a month for "unlimited" data.

The current plan I pay for includes a 75Mbps download speed. Typically, this amounts to a maximum download speed of 7.5MBps. At a limit of 300GB per month, I am only able to use the service they sell in full for 11.38 hours a month before I hit my cap. This is completely unreasonable. If there was truly a need to limit bandwidth so heavily why would they sell a 75Mbps plan, or even the 100Mbps plan they also offer?

Step by step method for finding the hours/month rate below.

( $300 \times 1024 = 307200$  to find the MB per month data cap)

( $307200 / 7.5 = 40960$  to find the number of seconds per month I can use the connection at max capacity)

( $40960 / 60 = 682.6667$  to find the number of minutes per month)

( $682.6667 / 60 = 11.37778$  to find the number of hours)

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**Ticket: # 633147 - Comcast Caps**

**Date:** 11/4/2015 1:05:14 PM

**City/State/Zip:** Martinez, California 94553

**Company Complaining About:** Comcast

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## **Description**

Comcast continues to implement data caps at 300gb/mo in an obvious cash grab, using skewed information to justify duping their customer into untold fees and penalties. Comcast and AT&T cannot be allowed to continue their duopoly of the industry, at the cost of technological progress and customer satisfaction. We already pay enough for Comcast, and I have no other options in my area. This is counter to everything a free market stands for. The FCC needs to step up to the plate for consumers.

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**Ticket: # 633178 - Comcast and Other ISP data caps**

**Date:** 11/4/2015 1:09:06 PM

**City/State/Zip:** Huntsville, Alabama 35811

**Company Complaining About:** Mediacom

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## **Description**

I believe the data caps ISPs put on their customers is an unfair and insidious business practice that only harms competition, is against net neutrality, and is nothing but a money grabbing scheme.

Please act like you care about the people in this country and do something to stop this endless abuse of consumers.

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**Ticket: # 633181 - Comcast Data Caps**

**Date:** 11/4/2015 1:09:18 PM

**City/State/Zip:** Rochester Hills, Michigan 48309

**Company Complaining About:** Comcast

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**Description**

I cannot believe with the year 2016 coming up soon, the monopoly of cable companies is allowed to openly price gouge customers that have NO OTHER OPTIONS!

I pay a premium for 150 mbps down and 50 mbps up, and now Comcast is being allowed to cap the data that I already pay them over 100\$ a month for? Didn't all of these companies get huge sums of money from my tax dollars to provide higher fiber speeds at lower prices?

If this were a gas station jacking up prices, the proper governing body would smash that location into oblivion. Please use the power that we the people have placed in your hands to stop data caps, and put in motion labeling the internet as a common utility.

Wider access to high speed internet will allow for a huge boost in new business and entertainment options. How can you trust a major company who I have to call using Skype to record each conversation so I can hold them to their word?

Companies with access to the internet backbone pay .01 cents PER GIGABYTE of data. How can they justify their already ENORMOUS margins by adding data caps to further dig into every American's wallet? Please make a stand and put an end to the ISP's "what the market will bear" price gouging and eliminate data caps as well as label the internet as a right for every person to enjoy.

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**Ticket: # 633185 - Comcast Data Cap**

**Date:** 11/4/2015 1:09:34 PM

**City/State/Zip:** Nashville, Tennessee 37221

**Company Complaining About:** Comcast

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**Description**

Comcast is violating the law. They are violating the recent ruling by the supreme court regarding net neutrality by enforcing data caps. This is beyond ridiculous, and I hope you fine them no less than 50 billion dollars. Please put them out of business. PLEASE!

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[Ticket: # 633188 - Comcast data cap not fair use](#)

**Date:** 11/4/2015 1:09:40 PM

**City/State/Zip:** Bothell, Washington 98012

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing a new data cap that should not be allowed. The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

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**Ticket: # 633197 - Comcast Data Caps**

**Date:** 11/4/2015 1:10:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

I find it absurd that Comcast is implementing data caps as an obvious cash grab to protect it's revenue streams from online video content. Fairness my ass, if it was about fairness, they would ask the 8% of extremely high volume users to switch to a business class connection and leave everyone else alone.

This is bad for consumers and bad for the public.

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**Ticket: # 633199 - Comcast Data Caps on Broadband**

**Date:** 11/4/2015 1:10:29 PM

**City/State/Zip:** Hugo, Minnesota 55038

**Company Complaining About:** Comcast

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## **Description**

Comcast recently began imposing data caps on its wired internet service. It is a blatant attempt to try to discourage customers from using video intensive competitors like Netflix, Amazon Video etc.. It is especially ripe for abuse in that Comcast does not meter the cable tv data that they send over the same pipe to my home. In other words if I watch 100 hours of cable or cable on demand it counts for nothing against my cap, but if I watch 100 hours of Netflix I will go beyond by cap and charged additional money. It is clearly being used to stifle competition.

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**Ticket: # 633269 - Comcast Data Caps**

**Date:** 11/4/2015 1:21:46 PM

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

**Company Complaining About:** Comcast

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### **Description**

General complaint regarding Comcast data caps. They are a regional monopoly and should not be able to charge extra for data.

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**Ticket: # 633225 - Comcast Expanding Data caps**

**Date:** 11/4/2015 1:14:05 PM

**City/State/Zip:** Berkeley, California 94704

**Company Complaining About:** Comcast

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## **Description**

Comcast announced they are further expanding their data cap (300 gb before additional charges) plans, and announced they plan to cap most of the US market in future years. There are many problems with this plan:

-This cap is low enough to de incentivize streaming efforts and push people to own cable. With comcast also owning cable companies, it is in their interest to push individuals to own both internet and cable so that they can receive two revenue streams.

-It is clear this is an unnecessary extra charge that comcast is putting on. They are adding these caps to rural areas where in many cases people have no other viable option for internet. Comcast has not and will not introduce these data caps in areas where Google Fiber is located because they can't get away with this practice in areas with actual competition.

While this issue currently does not affect my internet connection, if comcast is allowed to continue these anti-competitive and monopolistic business practices, it will affect me in the near future. Please force comcast to allow unlimited data usage for all customers, as this practice is a business decision for more revenue and not based on technical limitations.

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**Ticket: # 633231 - Data caps are anti-competitive behavior.**

**Date:** 11/4/2015 1:15:26 PM

**City/State/Zip:** Middle River, Maryland 21220

**Company Complaining About:** Comcast

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## **Description**

I am currently a Comcast customer, although this complaint applies to any company that provides cable TV and ISP services. Comcast has implemented and is in the process of expanding their data caps. This is an obvious attempt to reduce cord cutting by punishing those making use of streaming services (Netflix, Amazon, etc) instead of their home cable offers. This type of behavior should be stopped immediately, Comcast should not be permitted to leverage an important public utility to monetarily force people to use their other services.

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**Ticket: # 633232 - STOP THE COMCAST DATA CAP**

**Date:** 11/4/2015 1:15:35 PM

**City/State/Zip:** Salem, Connecticut 06420

**Company Complaining About:** Comcast

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**Description**

STOP COMCAST DATA CAP. THIS IS REDICULOUS

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**Ticket: # 633236 - Data caps**

**Date:** 11/4/2015 1:15:57 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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### **Description**

Comcast continually pushes it's data caps on us and we actually cannot use our internet to its full extent. It is very very annoying

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**Ticket: # 633242 - Comcast Data Caps?!**

**Date:** 11/4/2015 1:16:56 PM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast

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## **Description**

Comcast has been abusing their monopoly of internet service for years but this year has been by far the worst. They have been imposing completely artificial data caps to extort money from their customers, and on December 1st they will be expanding that practice to all over the country.

They are already free to raise my fees at will with no warning or reasoning, but this data cap will give them even more free reign to do whatever they want with my service and overcharge for it, knowing that I have no other options to go to.

It is clear that they are doing this to throttle streaming services like Netflix so that more people will be forced to use cable (they are owned by NBC), but the implications extend even further. Regardless, this is a clear violation of Net Neutrality.

They are providing a public utility, and it should be illegal for them to abuse their customers in this way. PLEASE regulate this company and stop them from extorting money from customers who are already struggling to keep up with their unfair prices.

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**Ticket: # 633249 - Xfinity/Comcast Data Caps are Extortion**

**Date:** 11/4/2015 1:17:45 PM

**City/State/Zip:** West Jordan, Utah 84081

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently announced that they are going to start putting data caps on more markets. I am a young IT professional with a strong interest in how the internet is shaped.

The idea that it costs Comcast anymore infrastructure if people go over the 300GB limit is insane. Comcast is merely using this as extortion to pad their bottom line. While I believe in the free market, I don't believe that this is acceptable when many of Comcast's customers have no other choice of ISP. A customer has no great way of knowing until after the fact how much data has been downloaded. Need to update your Windows machine with a Microsoft enforced update? That will cost you 5 GB but you won't know that until after the fact. A customer has no way of controlling how much data is being used other than simply un-plugging their router from the internet that they're paying for.

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**Ticket: # 633250 - COMCAST Unjust, unreasonable data caps**

**Date:** 11/4/2015 1:18:00 PM

**City/State/Zip:** Calabasas, California 91302

**Company Complaining About:** Comcast

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## **Description**

I am eager to understand why these selective data caps on Internet don't classify as unjust and unreasonable. Not only have the caps been applied selectively by location, they imply that Comcast is under some extra burden from excessive data use that somehow justifies selectively blocking certain users and extorting extra money from them for continued use of Internet services, services that are not limited in other markets. What is the financial burden of proving these services past the data cap? These are obviously practices intended to discourage streaming and is therefore in violation of FCC mandate. I hope you will address this blatant disregard for your authority both quickly and publicly. Thank you!

(b) (6)



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**Ticket: # 633262 - Comcast Data Cap**

**Date:** 11/4/2015 1:21:00 PM

**City/State/Zip:** Albuquerque, New Mexico 87121

**Company Complaining About:** Comcast

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## **Description**

A 300GB data cap is a horrible idea that is being implemented for money making purposes. It is further limits on the internet that shouldn't be allowed to exist. Many people use much more data than this. For instance, 1 hour of netflix uses 1GB and 1 hour of YouTube at 720p uses 900MB. These are just two websites that have several instances running in any given household and switching ISPs isn't always a solution since Comcast holds a monopoly in many areas or the alternatives are even worse. Some people also don't have the the means for an additional \$35 per month for unlimited data. All of Comcast's data comes from places that this was already implemented and all of those are small communities and not large populated cities where internet usage should be measured. This is an attempt to force users into paying more and limiting access.

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[Ticket: # 633278 - Comcast data cap](#)

**Date:** 11/4/2015 1:23:14 PM

**City/State/Zip:** Lansing, Michigan 48911

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing data caps to 300gb. This is imposing a threat to Internet usage and my ability to use services available.

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**Ticket: # 633291 - Comcast Data Caps**

**Date:** 11/4/2015 1:25:44 PM

**City/State/Zip:** Shermans Dale, Pennsylvania 17090

**Company Complaining About:** Comcast

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## **Description**

It's come to my attention that Comcast is planning to expand their data cap markets even further. As a forced Comcast user for over 10 years now, I feel they aren't listening to their customers. Customers are switching to other services for entertainment (Netflix, Hulu, etc.) which eat up lots of bandwidth, which we pay for with our already extremely overpriced internet. Comcast is now trying to further squeeze loyal customers by forcing them to pay an additional fee to retain their unlimited service, which they will undoubtedly raise in the future.

All of this would be fine if Comcast did not have effective monopolies in large patches of the US. They do not have proper competition and therefore it is the government's job (FCC) to FORCE them to not screw over customers and play by fair rules.

My market is not yet affected by this data cap plan, but if and when it does become affected there is little to nothing I can do to stop it as a customer. Comcast is not listening and does not even care to try to listen. We as Americans have put far too much faith into a corporation who has only their bottom line to care about and not the living standards of the poor peasants forced to live under their rule.

My hope by writing this complaint to the FCC is that they will review Comcast's actions and force Comcast to remove data caps and prevent them from ever putting them back into place. Hopefully there will be punishments of extremely high fines against CEOs THEMSELVES to prevent Comcast from continued abuse of a system that was handed to them.

All of the above (for the record) applies to mobile wireless companies as well, but I think that's a fight for a different day.

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**Ticket: # 633303 - Comcast Data Caps**

**Date:** 11/4/2015 1:28:59 PM

**City/State/Zip:** Burbank, California 91505

**Company Complaining About:** Comcast

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## **Description**

It is unreasonable and unconscionable that Comcast and similar monopolistic ISP's continue to enforce Data Caps on consumers in a market that is constantly growing, expanding, and innovating to utilize higher density & faster data transfers for the good of the consumer AND society in general. In an economy that is progressing further and further towards the utilization of Web services for nearly all aspects of life, it is not just inequitable but downright immoral that these companies are continually allowed to engage in these practices.

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## Ticket: # 633304 - Data Caps on Cable/Wired Internet Service Providers

**Date:** 11/4/2015 1:29:14 PM

**City/State/Zip:** Hoover, Alabama 35216

**Company Complaining About:** Comcast

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### Description

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Keep in mind that it doesn't matter that Comcast is the company deciding to move forward with this plan, any Internet Service Provider (ISP), regardless of their size or profitability, cannot expect to limit data in any way and still adhere to an Open Internet since it is inherently a limit of use. Here are just a few of those problems I mentioned earlier--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. As time goes on, data gets larger, devices utilizing Internet connections expand, and Comcast is very unlikely to increase the cap, therefore punishing all Internet users that do more than just check the weather or their online bank statement.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so. It doesn't cost any ISP significantly more to serve unlimited data versus a cap when it is possible to burn through a monthly cap all in one day.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure. They make more than enough profit already that they are fully capable of both expanding and improving on existing infrastructure without trying to enforce a data cap and charge overage fees.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with. And in neighborhoods where Comcast has competition with an uncapped, high speed broadband ISP, Comcast in the past and currently does not enforce their data cap at all. Even Comcast knows how foolish a data cap is and how they are only able to do it in an anti-competitive market.

Comcast's customers are not just going to fold over to them. We all know Comcast is doing this to pad their own pockets with even more money and push their stock value up. This comes directly from the wallets of people who rely on Internet in today's world. In many cases these people have little to no choice over their Internet Service Provider, which Comcast knows and exploits for their own ends.

For the sake of net neutrality and a truly Open Internet, all data caps need to be made illegal on home and business Internet Service Providers.

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[Ticket: # 633311 - Comcast pay to play data caps.](#)

**Date:** 11/4/2015 1:30:01 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast

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## **Description**

Comcast is not just the only internet provider in my area causing my rates to be higher than other regions with competition but they are now introducing data caps that I will have to pay to remove. Not only do I not have a choice between providers I have to deal with their high prices and data caps. No other utility provider can get away with this, why should internet companies?

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**Ticket: # 633312 - Comcast Data Caps**

**Date:** 11/4/2015 1:30:12 PM

**City/State/Zip:** Shelby, North Carolina 28152

**Company Complaining About:** Comcast

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## **Description**

The current and proposed data caps are an impossibly low amount for normal usability. Unlimited use of data is absolutely important in my home as we are school teacher who rely on a stable and fast connection each night for grading, lesson planning, and research.

With only light (I consider our use light) use, our household would have gone over this cap by at least 200Gb ever month that we have had service.

My contract with Comcast was for unlimited and uncapped internet service at a given speed, which I agreed to pay for. I did not agree to any caps imposed, and as there is no competitor in the area, I am forced into this agreement without any recourse except cancellation, which of course would leave me unable to do my job properly.

Please, represent the citizens and voters who seem to have very little voice on this matter. We are being forced into services that we do not agree with for the sole advantage of profit. Please intercede and regulate this so that all citizens have stable, unlimited data access from these providers, which they promised us when we agreed to the service. Thank you

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**Ticket: # 633320 - Comcast Data Caps**

**Date:** 11/4/2015 1:31:40 PM

**City/State/Zip:** Auburn, Washington 98002

**Company Complaining About:** Comcast

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**Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. David Cohen Senior Executive Vice President of Comcast has said that they plan to cap the entire US market within 5 years.

While I am not currently capped, I am a Comcast customer (Internet, Cable and phone service) and this does concern me.

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is just enough to punish useage of video services, but greatly effects other services as well. I'm a light streamer, maybe 1-2 episodes a day. My daughter watches videos on Youtube with her friends while chatting on Skype. Additionally I play some games online on my Xbox and download my games digitally. I reviewed my last 3 months of usage and would consistently be over that 300GB cap.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network and use caps to limit it. Capping data use does not effect the amount of traffic occurring on the network at a given time, so a data cap does nothing to help manage traffic.

It's also possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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[Ticket: # 633326 - ISP options data caps](#)

**Date:** 11/4/2015 1:32:23 PM

**City/State/Zip:** Round Lake, Illinois 60073

**Company Complaining About:** Comcast

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## **Description**

Both of my ISP options, comcast and AT&T, have monthly data caps. These never used to exist in the past, and should never have been allowed to exist.

I also support Net Neutrality - all data should be treated equally.

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[Ticket: # 633344 - Unfair data cap](#)

**Date:** 11/4/2015 1:33:29 PM

**City/State/Zip:** Cranberry Township, Pennsylvania 16066

**Company Complaining About:** Armstrong

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## **Description**

We are subject to an unfair data cap that is set far too low.

The cap is set just low enough to punish streaming. Ever since the implementation of the cap, we have consistently reached the cap with light streaming and video game playing.

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**Ticket: # 633358 - Monthly Data Caps**

**Date:** 11/4/2015 1:36:31 PM

**City/State/Zip:** Jacksonville, Florida 32259

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to unfairly force money out of their customers by mandating data caps and charging for not only usage over the data but also an unlimited option where none was previously present. This also places restrictions on companies such as netflix which uses large amounts of bandwidth. They are taking advantage of their monopoly status on the cable broadband internet market to force their terms on their customers. They are initially implementing this plan in markets with non existent competition such that the affected customers have no path to protest other than going without internet.

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[Ticket: # 633367 - Comcast \(xfinity\) data caps](#)

**Date:** 11/4/2015 1:37:57 PM

**City/State/Zip:** Tucson, Arizona 85705

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are clearly designed to push power users into signing multi-year contracts for their uncapped "business class" service. Since Tucson's a captive monopoly market, consumers have no choice but to conserve bandwidth or agree to an even more one-sided agreement. This limits free-market use of streaming services such as Netflix and internet TV.

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**Ticket: # 633373 - Comcast Data Caps**

**Date:** 11/4/2015 1:38:34 PM

**City/State/Zip:** Naples, Florida 34119

**Company Complaining About:** Comcast

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### **Description**

Lately Comcast has been introducing data caps to their internet plans for the sole purpose of extorting customers to either pay for "unlimited" or be charged for data overages on the small amount per month given. It's extremely anti-consumer and should not be allowed.

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**Ticket: # 633555 - Comcast Internet**

**Date:** 11/4/2015 1:59:48 PM

**City/State/Zip:** Granite Bay, California 95746

**Company Complaining About:** Comcast

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### **Description**

Comcast is now putting a data cap on their Internet services starting December 1st. This very much limits the things I am able to do for work and limits the amount of time I am able to connect with my family.

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[Ticket: # 633431 - Comcast Xfinity Data Caps](#)

**Date:** 11/4/2015 1:44:54 PM

**City/State/Zip:** Sunrise, Florida 33323

**Company Complaining About:** Comcast

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## **Description**

Comcast is further expanding their already insane monopoly with these data caps. I have no choice but to use comcast or a much lesser speed ATT in my area of South Florida (heavily populated area and still no real competition here). Do something about comcast and its constant ripping off of customers

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**Ticket: # 633449 - Comcast Data Cap**

**Date:** 11/4/2015 1:46:25 PM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

Something needs to be done about the data caps Comcast is implementing.

I don't watch enough TV to justify paying for a cable package. However, I do utilize services such as Netflix, HBO Go, Hulu, Amazon Prime, etc.

It seems Comcast is trying to force users to utilize their cable service by prohibiting their ability to freely use services provided by their competitors.

I do not have another option for true high speed internet at my home. I can get CenturyLink DSL with a maximum download speed of 10mbps with 768k upload.

Comcast has a monopoly on the market and is exploiting their users. If there was a true alternative, I would surely change providers.

Thank you,

(b) (6)

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**Ticket: # 633450 - Ridiculous Data Cap**

**Date:** 11/4/2015 1:46:37 PM

**City/State/Zip:** Savannah, Georgia 31405

**Company Complaining About:** Comcast

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### **Description**

I have never had a data cap before recently and out of nowhere I am being forced a 300GB cap. This is so little allotment that it is literally crazy, plus I have absolutely no other options in this area surprisingly.

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[Ticket: # 633471 - Comcast data caps discourage internet video streaming](#)

**Date:** 11/4/2015 1:49:20 PM

**City/State/Zip:** Nashville, Tennessee 37216

**Company Complaining About:** Comcast

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## **Description**

Comcast has enacted a 300gb cap on my internet. I feel like this cap is being put into place to discourage users from streaming content from Netflix and Hulu, which are alternatives to Comcast's cable offerings.

The only way to get around being charged for exceeding the Comcast data cap is to sign up with their business class internet which is far more expensive and often involves signing a contract for a yearly (or more) commitment.

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**Ticket: # 633556 - Comcast Data Caps**

**Date:** 11/4/2015 1:59:48 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is imposing data caps that were not in the original contract that was signed. Imposing data caps on wired internet is unreasonable in this day and age as this is being done as simply a way to price gouge existing customers.

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**Ticket: # 633494 - All Major ISPs - Specifically Comcast**

**Date:** 11/4/2015 1:51:00 PM

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

**Company Complaining About:** Comcast

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## **Description**

ISPs in America are involved in deceptive and monopolistic business practices, because many of them are also cable television providers. They are losing cable customers to companies like Netflix, and instead of trying to improve their services or pricing, they are instituting data caps and throttling traffic to their competitors. This is a clear conflict of interest, and one that would not exist if consumers had another choice in their ISP. Companies like Comcast have lobbied local governments to keep out competitors which has led to regional monopolies and no real choice for consumers. These problems should not exist in the United States. We pay taxes so that government organizations like the FCC will force these companies to operate in as fair a manner as possible. It is time to do your job and stop companies like Comcast from screwing over Americans. A good starting point would be to prevent Comcast from rolling out these asinine data caps all over the country.

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**Ticket: # 633498 - Comcast Data Cap Complaint**

**Date:** 11/4/2015 1:51:18 PM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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**Description**

Comcast is capriciously and unnecessarily adding data caps to more and more of its customers' internet connections. Not only is this a shameless money grab but it affects people who have already entered into business with Comcast before this change in policy occurred. Changing internet providers is difficult or even impossible for some and they will now be forced to pay ever increasing rates for a necessary service. Please stop Comcast from pursuing this policy and protect the American people from yet another example of corporate overreach. Thank you.

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**Ticket: # 633503 - Data Caps**

**Date:** 11/4/2015 1:52:18 PM

**City/State/Zip:** Los Altos Hills, California 94022-2672

**Company Complaining About:** Comcast

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## **Description**

The data caps are absolutely absurd. They in no way are trying to help the consumer, instead Comcast aims to get more money by implementing data caps. Comcast knows they can do this because they have almost no competition so consumers have no option but to put up with data caps. In all honesty I am DONE with Comcast's ability to provide pitiful quality service at such high prices. It is the FCC's job to keep these type of monopolistic companies in check and they have made little progress in this regard.

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**Ticket: # 633505 - Comcast Internet Data Caps**

**Date:** 11/4/2015 1:52:22 PM

**City/State/Zip:** Carmichael, California 95608

**Company Complaining About:** Comcast

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**Description**

Comcast is currently running a "trial" where they impose a 300GB data cap on their internet customers. Where after the 300GB mark, you must pay for extra boosters packs.

This is ridiculous. And the fact that you can buy "unlimited" data for an additional 50% of your normal internet cost is plain extortion.

How can 300GB per month be considered fair when a 4k video is over 100GB by itself. With this data cap I can stream less than three 4k movies before I'm hit with overage fees.

This is a purposeful tactic by Comcast to try to limit those who no longer wish to use their cable TV subscription. Comcast knows that 300GB sounds like enough to pacify those who don't know better. When in reality, 300GB is just enough to severely hinder those who wish to "cut the cord."

In a household where we have no cable TV and rely on streaming service such as Netflix, our monthly data usage is around 800GB per month. Not to mention the months where a new game is released and I download over 100GB in just that one game with updates and expansions to my PC and consoles.

To break that down, I pay ~\$80/month for my internet service. With the new caps, my Comcast bill will look like this:

\$80 for Internet (including 300GB of data)

then, an additional 14 boosters (50GB per booster) @\$10 a piece

this totals \$220/month. Over twice as much as I pay currently.

Comcast sure has found the perfect loop hole in this and they will continue to exploit it unless the FCC steps in.

In an age where we utilize the internet more and more on a daily basis, companies like Comcast are effectively trying to dominate and control the internet. Data caps have no purpose other than to make more money for a company who has no interest in the happiness of it's customers.

I fear if the FCC does not intervene, Comcast will have free run of the market and will reduce the internet to shambles. Please don't let the Comcast monopoly gain any more power.

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**Ticket: # 633507 - Comcast Data Caps**

**Date:** 11/4/2015 1:52:30 PM

**City/State/Zip:** Urbana, Maryland 21704

**Company Complaining About:** Comcast

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### **Description**

This is ridiculous. I can't believe I'm even having to complain about this. Please, FCC, do something about the Comcast Data Caps.

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**Ticket: # 633508 - Comcast Instituting Data Caps**

**Date:** 11/4/2015 1:52:33 PM

**City/State/Zip:** Seattle, Washington 98146

**Company Complaining About:** Comcast

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## **Description**

The cost to provide unlimited data over a home internet connection is completely negligible compared to the costs of general network upkeep. Comcast is instituting these data caps solely as a way to squeeze more money out of consumers with few to no other choices of internet provider due to the quasi-monopolistic tendencies of the internet market in the US. Please institute regulations to prevent this strong-arming of consumers.

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**Ticket: # 633513 - Comcast Data Caps**

**Date:** 11/4/2015 1:53:39 PM

**City/State/Zip:** Ann Arbor, Michigan 48105

**Company Complaining About:** Comcast

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## **Description**

Comcast's intent to place data caps on their internet services is nothing more than gouging consumers and a poorly veiled attempt to drive streaming services such as Netflix and Hulu out of business. Though data caps have not been implemented in my area yet, as they are first rolling it out to areas with little to no competition, Comcast has stated their intent to impose caps on all customers in the next 5 years. Their refusal to listen to the voice of the consumer is unacceptable, and their attempts to establish price tiers is criminal.

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[Ticket: # 633529 - Unwarranted data caps.](#)

**Date:** 11/4/2015 1:56:24 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

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## **Description**

I agreed to pay a set price, for a certain speed of Internet, with NO mention of any data caps or throttling policies. Comcast apparently feels no need to honor that agreement with their introduction of data caps in my service area(Johnson City/Gray TN) If Comcast can not provide me the service we agreed upon, for the price agreed upon, they should have to pick up any overhead, not me, the consumer. This data cap policy is a blatant bait and switch practice, changing the service mid-contract without print from the customer.

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**Ticket: # 633541 - Comcast Data Caps**

**Date:** 11/4/2015 1:57:15 PM

**City/State/Zip:** Chattanooga, Tennessee 37421

**Company Complaining About:** Comcast

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## **Description**

Comcast recently announced that they are capping data to 300 gigabytes on the 1st of December. I am a self-employed resident of Chattanooga, and my primary means of business is based online. Comcast has a monopoly on my current housing situation and I am unable to use any other company.

The cap is set just low enough to punish streaming. Due to the nature of my work, I must stream throughout the day and I am expected to go way over the data cap by the end of the month. I also make large downloads for video files and software for my work.

It is immoral for Comcast to assign a price to a service as if it were a tangible good. There's no reason to limit usage, aside from the limiter profiting by doing so. Internet access should be viewed as an American right. Because of this, Comcast shouldn't complain that heavy data users are slowing down their network. Because they are providing a public utility, it is their responsibility to make certain their network can handle the traffic.

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**Ticket: # 633554 - Comcast Data Cap**

**Date:** 11/4/2015 1:59:43 PM

**City/State/Zip:** Nashville, Tennessee 37209

**Company Complaining About:** Comcast

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## **Description**

This data cap essentially punishes customers who have elected to use online streaming services (Netflix, Hulu, Youtube, etc) in lieu of purchasing a Comcast cable package.

It is also unfair for the consumer, who has purchased a service from a company, to be forced to pay extra for using that service to its full potential. If I were to use my 25mb/s line to it's full potential for an entire month, I could potentially be charged up to \$1560 on top of my original bill for that month.

Nothing about this data cap is in the consumers best interest and it is clearly a ploy by the company to make more money for themselves.

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**Ticket: # 633572 - Comcast Data Caps**

**Date:** 11/4/2015 2:02:07 PM

**City/State/Zip:** Houston, Texas 77007

**Company Complaining About:** Comcast

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## **Description**

Comcast is in the process of rolling out data caps for Internet plans. These caps stand at 300GB. I regularly use over 300GB a month streaming movies, TV, and gaming. I only subscribe to Internet services. Not cable or phone. Comcast is also the only available Internet provider where I live. This behavior is anti-competitive and designed to force users to curb usage of popular services like Netflix, Hulu, and Amazon.

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**Ticket: # 633623 - Comcast Data Caps**

**Date:** 11/4/2015 2:08:43 PM

**City/State/Zip:** Santa Fe, New Mexico 87508

**Company Complaining About:** Comcast

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## **Description**

While the current Comcast data caps do not affect me directly, I am extremely concerned about this practice. It is obvious that Comcast is price gouging customers with no other options. Please realize that open internet and net neutrality are being compromised as cable companies extort customers in order to stifle online competition.

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**Ticket: # 633639 - Datta caps out of control**

**Date:** 11/4/2015 2:10:39 PM

**City/State/Zip:** Woodstock, Georgia 30188

**Company Complaining About:** Comcast

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### **Description**

How can you continue to let comcast enforce and expand data caps. They already have an oligopoly, so we are forced into using their service now we are being punished for using more of a non perishable service/goods. These unethical buisness practices need to be stopped.

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[Ticket: # 633643 - Internet caps](#)

**Date:** 11/4/2015 2:10:56 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19103

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps on a national scale for internet usage. This is akin to limiting the amount of water one is allowed to use before turning off the faucet. I feel that this will not only hamper business and the people but it will encourage other companies from doing the same tactic. Please punish these extortionists especially to uphold the new internet utility act.

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**Ticket: # 633652 - Comcast Data Caps**

**Date:** 11/4/2015 2:12:00 PM

**City/State/Zip:** State College, Pennsylvania 16801

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I am filing this complaint in regards to current and future "data caps" being implement by Comcast. Despite recent efforts by the FCC to protect net neutrality, a long history of favoring broadband companies has led to incredibly unfavorable conditions for consumers wishing to acquire internet services that are vital to modern personal entertainment, professional achievement, and communications.

Comcast has successfully created large zones of zero competition (legal monopolies), and in light of recent FCC rulings, are attempting to circumvent net neutrality standards by implementing hard and expensive data caps, while likely creating "uncapped lanes" (similar to T-Mobile and Verizon) for content providers who pay a premium; these are the very principles net neutrality is meant to protect i.e. the rights of the consumer to an open internet.

It pains me greatly to see this happening and I beg the FCC to take action against such blatantly antagonistic behavior towards the consumer.

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**Ticket: # 633666 - data capping from comcast and other ISPs**

**Date:** 11/4/2015 2:13:14 PM

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

**Company Complaining About:** Comcast

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## **Description**

The data cap that Comcast and other ISPs impose on their customers is absolute and unmitigated bullshit. I pay 70 dollars a month for internet. 70. Then out of the blue I hear they will be imposing a cap. That's not what I agreed to, but it's not like I have a choice of provider. I stream most things that I watch, and the data caps that Comcast impose are TRANSPARENTLY designed to STOP me from streaming. It's win-win for them. I either pay them even more so I can watch my content, or I pay for their TV (which won't happen because I have no desire to watch their worthless programming). I will no longer be able to use Amazon Prime, Netflix, Hulu, spotify or any of the other services that I pay to bring media into my life.

There is, of course, NO technical reason for Comcast to charge me more money for using more data.

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[Ticket: # 633672 - Comcast and the Evil Empire](#)

**Date:** 11/4/2015 2:14:22 PM

**City/State/Zip:** Old Forge, Pennsylvania 18518

**Company Complaining About:** Comcast

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## **Description**

Seriously, the internet is a way of life. We barely have choices over internet providers. It's either really bad internet or really expensive internet. Data caps on internet are like water caps. Water is a way of life just like the internet is. If my water gets more exponentially more expensive after taking a shower one day then my life is dramatically effected. This should not stand! People need to start speaking up about this corporate junk. The country is already basically ran by these companies. Can we at least get a win for the people?

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**Ticket: # 633689 - Comcast Data Caps**

**Date:** 11/4/2015 2:17:07 PM

**City/State/Zip:** Frederick, Maryland 21703

**Company Complaining About:** Comcast

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## **Description**

Comcast's new data caps are absolutely despicable and wrong. This type of anti-consumer behavior should be illegal. There are very few choices when it comes to ISPs in this area, and Comcast is simply the lesser of all evils. They know they have a near monopoly on many regions and think they can get away with this type of behavior without repercussion. While this area has not had data caps initiated yet, there are reports that starting December 1st, Comcast will be expanding data caps to many more regions. In places with data caps already established, customers are now being forced to pay an extra \$30 or more per month to avoid these caps and the subsequent fines that would come with going over them. As a college student who spends much of my time using the internet for school work and online classes, this is a direct attack on my education. No American should be subjected to this type of anti-consumer, pro-monopoly action. Please seriously consider making it illegal to initiate data caps on all internet usage. Thank you for your time.

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**Ticket: # 633692 - Comcast's planned 300gb caps will unfairly impact a large amount of my internet usage**

**Date:** 11/4/2015 2:17:39 PM

**City/State/Zip:** Washington, District Of Columbia 20002

**Company Complaining About:** Comcast

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**Description**

I bought a new computer only a week ago. In that time, I've used 43gb of data from that device alone. My boyfriend is in an identical situation for data usage. Games on PC generally must be downloaded, consuming upwards of 50gb each. We're both eager to play a soon-to-be released game, Fallout 4, which states will require around 30gb of data to be downloaded from the internet. It's ridiculous that downloading only a couple games each already brings us halfway to the proposed cap, and only within a the first week of the month. This doesn't even take into account our regular web-surfing: Netflix, Youtube, Twitch.tv and other sites involving content streaming will easily bring us passed this cap.

Attached is an image showing the breakdown of the data usage from the last 30 days for my new computer. However, I've only had this computer for a week. My previous computer, my laptop, my game consoles, phone, and boyfriend's devices have all consumed additional data in the last 30 days. We don't consider ourselves outliers to want to enjoy content only available from the internet. This cap would definitely impact our use, and we're only 2 average people. A modern family of 4 or more will absolutely be hindered by this cap.

Comcast's data cap is merely a cash grab and downgrades all consumer's previously unlimited data without any valid reason. The cap will punish people who want to enjoy content off of the internet as well as content-providers who make their living by uploading videos and more for other's entertainment.

Please consider opposing such data caps through FCC regulations.

Thank you.

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[Ticket: # 633708 - comcast data caps](#)

**Date:** 11/4/2015 2:19:38 PM

**City/State/Zip:** Sacramento, California 95831

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps onto customers. This needs to end and Comcast needs to receive a very large fine... A fine that puts a dent in its books and scares the others.

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**Ticket: # 633712 - Comcast's expansion of data capped markets should be illegal**

**Date:** 11/4/2015 2:20:33 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19103

**Company Complaining About:** Comcast

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## **Description**

An open and free internet is absolutely necessary for the survival of democracy. I'm 27 years old and every single person I know truly believes that. My generation believes that. Comcast's data caps are tantamount to suppression of free speech. We all know Comcast has been setting data caps in cities such as Atlanta merely to suppress expansion of alternative cable providers like Netflix. While this is clearly the actions of a company holding onto a monopoly, it goes beyond that evil and tramples on free speech. Once data is capped people can't communicate like they must in a modern society. One woman from South Carolina wrote:

"I live in Charleston, South Carolina and rely upon the internet to make and receive phone calls. I am hearing impaired. The Comcast data cap will cause me to make less phone calls since I rely upon the ability to use video to call:

My doctor

My parent's doctor. My mom is now 90.

My family members across the country

My church members

And more...I am already exceeding the 'data cap' and after December 1, I will be forced to stop making calls.

Comcast is now taking away the ability for me to connect with the community. Please tell Comcast to stop."

This is HORRIBLE. How is what Comcast is doing legal? I'm asking that you please take whatever actions are necessary to stop Comcast and companies like it from throttling the internet and setting data caps. Free speech is necessary for a true democracy. It's the single most important issue facing America today.

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**Ticket: # 633719 - Comcast Data Caps**

**Date:** 11/4/2015 2:21:24 PM

**City/State/Zip:** Punta Gorda, Florida 33950

**Company Complaining About:** Comcast

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## **Description**

Good afternoon,

I just wanted to submit a formal complaint regarding Comcast's newly implemented data caps. These kinds of practices by mega-conglomerates stifle the boom that is the information age. They stifle consumption of entertainment, educational video archives and much more. I'm asking that FCC not stand by idly and allow a company with has virtually no competition in most markets to continue to restrict our access to information by mandating data caps.

Sincerely,

(b) (6)

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[Ticket: # 633730 - Comcast data caps violate Net Neutrality](#)

**Date:** 11/4/2015 2:22:28 PM

**City/State/Zip:** Kittery, Maine 03904

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently imposed an arbitrary 300 GB data cap on home internet service, without paying a \$30 fee to access "unlimited bandwidth." The data cap is quickly expended by streaming services, such as Netflix, Spotify, Hulu, etc. These services are directly competitive with Comcast's cable offerings. However, there is a notable exception to the data cap-- Comcast's own on-demand streaming services. A customer can stream as much content from Comcast's cable boxes and it will not be counted against the bandwidth limit.

Comcast is engaging in what I believe to be illegal practices under the net neutrality rules recently enacted by the FCC. Comcast is unfairly penalizing the use of other services to promote their own competitive services.

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**Ticket: # 633732 - Data caps from Comcast**

**Date:** 11/4/2015 2:22:29 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15642

**Company Complaining About:** Comcast

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## **Description**

As described in this article, (b) (6)

[REDACTED], Comcast will be EXTENDING their usage of data caps in direct contradiction to the FCC's earlier ruling that broadband internet is a utility while also putting net neutrality rules in place. Comcast's actions are clearly not in the spirit of that ruling. They hold a monopoly on broadband service in many areas, (including my own). They have already unjustly attempted to add monthly fees to my bill. I cannot switch providers as Verizon did not follow through with the expansion of their fiber network that the city paid them to do (that's another story altogether). Comcast has a monopoly in my area, and I fear that with 4 roommates, if this expansion comes to my area, we will hit the cap early every billing cycle. I also would like to mention that their plan to issue an in-browser message to warn users of their impending breach of the data cap is not congruent with other utility providers. Would an electricity provider be allowed to cut power for ten seconds to mark usage of kilowatt-hours? This message will also use valuable data cap space, and if there is a cap, every little bit counts. I urge you, the only regulatory power the people have right now, to move quickly to stop the spread of data caps, and to encourage fair competition in the market.

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**Ticket: # 633760 - Comcast Data Caps (and all other ISPs) need to stop**

**Date:** 11/4/2015 2:25:07 PM

**City/State/Zip:** Fishers, Indiana 46037

**Company Complaining About:** Comcast

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## **Description**

I am not yet affected by data caps in my area but am able to see my data usage as well as hear online about Comcast beginning to enforce these caps around the nation. This needs to stop. Comcast shouldn't be able to do this and neither should any other internet provider in the country. These companies are providing a public utility, and enforcing data caps is extorting additional money from users for no additional work on the ISP end. Users with a disability need internet to communicate with others, and it's becoming increasingly common for users to watch more content online rather than paying for cable. These fees directly discourage users from watching content online and encourage users to pay for cable instead, despite that it is coming from the same cable plug in the house. I have looked at my data over the past 6 months and if Comcast begins restricting data in my area I will be severely effected. My wife and I, who occasionally work from home, will be forced to pay comcast more than we do today for the exact same service. These caps should be unenforceable with the internet as a utility. Students need the internet to learn and grow, and no one should be denied access. Please keep the internet open and put a stop to providers extorting their users over something they already pay for.

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**Ticket: # 633787 - Comcast Internet Data Caps**

**Date:** 11/4/2015 2:28:21 PM

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

**Company Complaining About:** Comcast

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## **Description**

It is unreasonable and unconscionable that Comcast and similar monopolistic ISP's continue to enforce Data Caps on consumers in a market that is constantly growing, expanding, and innovating to utilize higher density & faster data transfers for the good of the consumer AND society in general. In an economy that is progressing further and further towards the utilization of Web services for nearly all aspects of life, it is not just inequitable but downright immoral that these companies are continually allowed to engage in these practices.

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**Ticket: # 633789 - Comcast data caps**

**Date:** 11/4/2015 2:29:24 PM

**City/State/Zip:** Charleston, South Carolina 29414

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## **Description**

It is unreasonable and unconscionable that Comcast is instituting data caps on consumers in a market that is constantly growing, expanding, and innovating to utilize higher density & faster data transfers for the good of the consumer AND society in general.

In an economy that is progressing further and further towards the utilization of Web services for nearly all aspects of life, it is not just inequitable but downright immoral that these companies are continually allowed to engage in these practices.

This is NOT about network management or "bandwidth concerns". They are simply trying to kill streaming competition as Comcast is heavily invested in the Cable television industry.

Not only is this tactic blatantly anti-consumer, it has a direct influence on those who conduct business from their homes. Video conferencing, VoIP, etc will all be affected.

Please, stop this.

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[Ticket: # 633801 - Comcast data caps](#)

**Date:** 11/4/2015 2:31:05 PM

**City/State/Zip:** Nashville, Tennessee 37204

**Company Complaining About:** Comcast

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## **Description**

I recently moved to Nashville, TN, where Comcast has a monopoly on cable internet access. When I was setting up service their sales person assured me that there was no data cap on internet usage. However, I later learned that there is a 300GB cap after which they will charge extra for more data. This is not only false advertising, but also an unfair practice which violates net neutrality regulations by prioritizing one type of data (cable TV) over another type of data (cable internet). Comcast is implementing these data caps to force people to retain their cable TV service as is it trivial to reach that data cap by watching streaming video over the Internet.

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**Ticket: # 633807 - Arbitrarily low data caps and overage fees**

**Date:** 11/4/2015 2:31:34 PM

**City/State/Zip:** Pottstown, Pennsylvania 19464

**Company Complaining About:** Comcast

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## **Description**

I am writing to raise awareness of a toxic business practice by Comcast. While it does not immediately affect me, the idea behind it is reprehensible. If Comcast were to apply a 300 GB data cap (as described here: (b) (6)), this would effectively prevent customers from taking full advantage of streaming services such as Netflix, Hulu, etc. The practice may even prevent potential future customers from subscribing to these services and will keep the average data usage artificially low, thus allowing Comcast to use that as justification to keep low data caps in place. In reality, most people won't want to pay the extra fees. 300 GB is a small amount of data with respect to streaming video, especially if that video is high-definition. Customers already pay inflated prices for internet access, and applying a fee to "unlock" an arbitrary data cap only serves to fleece the customers. Personally, I don't currently use 300 GB of data, but if a cap were applied to my account, it would certainly change my mind about subscribing to any kind of streaming service. I do not want this to happen.

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**Ticket: # 633828 - Stop the Comcast madness****Date:** 11/4/2015 2:36:16 PM**City/State/Zip:** Los Angeles, California 90034**Company Complaining About:** Comcast

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**Description**

Comcast is a threat to our progress as humanity. They already have a monopoly in the majority of the US, and now they are trying to leverage this monopoly to introduce data caps - a concept that's so absurd and unnecessary, it exists only to increase Comcast's profits by taking people's data as hostage. They may say it's due to network load/infrastructure, but anyone who has ever dealt with anything relating to network knows that's completely false. How come companies like Google, AT&T, Times Warner, and almost every other company in the world manage to provide internet service without data caps? And yet Comcast, who grips a huge chunk of America's internet market in their wrinkly old hands, needs to cap customers to a couple of hundreds of GBs a month?

Allowing Comcast to go on with this devil plan will ultimately hurt us all. We are experiencing an incredible boom in technology, connectivity, accessibility, and Comcast wants to take it all and apply a "monopoly tax" whenever you use the internet. It is completely unacceptable. And the fact the FCC hasn't done anything about this outrage is even more infuriating.

Do you want to live in a world where Comcast charges you for sending an email? Or watching a Youtube video? Or having a skype call with your family? Because it's coming - very soon. Stop the madness.

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**Ticket: # 633838 - Comcast breaching net neutrality**

**Date:** 11/4/2015 2:37:16 PM

**City/State/Zip:** Worcester, Massachusetts 01609

**Company Complaining About:** Comcast

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## **Description**

Comcast putting data caps on people and making them pay an extra \$35/mo for "unlimited data" is repulsive. They are limiting people's access to a utility and charging extra when there is no possible shortage except the ones they artificially create. I implore you to stop them - most of us are locked in by city contract and have no other choice but to be with Comcast. It's basically extortion, it's completely unnecessary, and I can promise the only people that will benefit is Comcast themselves. No one wants data caps, especially with the rise of streaming videos online. (Note, I do not use this company, but I have strong feelings in the matter and everyone's open internet matters. We all want to keep the net open for every common Joe. Net neutrality is no joke.)

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**Ticket: # 633858 - Comcast Data Caps**

**Date:** 11/4/2015 2:39:16 PM

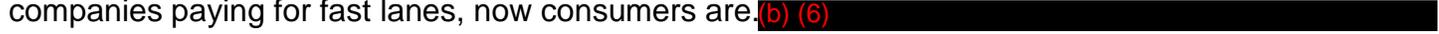
**City/State/Zip:** Pasadena, Maryland 21122

**Company Complaining About:** Comcast

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### **Description**

Comcast is spreading data caps December 1st, this isn't allowing for a free internet. Instead of companies paying for fast lanes, now consumers are (b) (6)



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**Ticket: # 633862 - Comcast Data Caps**

**Date:** 11/4/2015 2:39:40 PM

**City/State/Zip:** Springfield, Illinois 62702

**Company Complaining About:** Comcast

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**Description**

Comcast is testing the waters with its new data cap. Data caps are an outrage. With modern Internet services, the average American can easily "consume" more than 300GB simply by using any streaming service. My family of four uses twice that even when we aren't streaming and three times that when we do. This new Internet policy, complemented by the stone age speeds Comcast supplies, only shows that they don't care about its customers. As well, this is going two step backwards in technology.

You can't consume data like that as Comcast's new policy suggests. The Internet Comcast sends out isn't limited in the amount of traffic it can send as per month, only the maximum speed it can supply at any given moment. Comcast is not paying extra if you use twice as much data per month as the next guy so I should not either.

Comcast will make us pay extra for "unlimited plan" that we already have because they want to squeeze more money from our pockets. If I have to pay extra for the same data I previously have, I will willingly go to a slower service and never come back to Comcast.

They truly are the worst company in America and there should be legislation preventing them from screwing over more customers.

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**Ticket: # 633865 - Internet Data Cap from Comcast**

**Date:** 11/4/2015 2:39:56 PM

**City/State/Zip:** San Antonio, Texas 78249

**Company Complaining About:** Comcast

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### **Description**

Currently I pay \$35 a month to access unlimited internet from Comcast, however they are adding a data cap on December 1st in my area for the sole purpose of charging me an extra \$35 to remove the 300GB cap that will be in place. This is the most ridiculous way up double my bill since I rely on home internet to make phone calls, texts, and communicate with my family that lives half the country away. Comcast offers me 50mbps connection speed and at that speed, downloading only a few items off the internet will put you over the limit. This new rule is clearly written to price gauge customers into paying for something they already had. Please stop Comcast!

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**Ticket: # 633874 - Comcast Data Cap**

**Date:** 11/4/2015 2:40:39 PM

**City/State/Zip:** Pompano Beach, Florida 33069

**Company Complaining About:** Comcast

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## **Description**

This complaint is to express my increasing frustration with Comcast's 300GB data cap. It started out as an experiment, however, Comcast is planning on expanding their new data cap policy. Will this end once there's a reasonable alternative in my area(zipcode 33069), if so then is a clear sign of price gauging and monopolistic practices. This is my second complaint, as a response to the first a Comcast representative called me asking me about the complaint and just asked me one question, if I understood the new policy of the data caps, then promptly hung up. Please do not help this abusive company set a precedence for limiting the internet.

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**Ticket: # 633876 - Comcast Data Caps**

**Date:** 11/4/2015 2:40:51 PM

**City/State/Zip:** Kentwood, Michigan 49548

**Company Complaining About:** Comcast

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## **Description**

It is painfully obvious that Comcast is instituting these data caps as a deterrent to moving towards streaming-based services only. While 300GB may be adequate for "traditional" uses, the internet ecosystem as a whole is growing and constantly innovating. 4K video and Netflix are only the beginning. As a network engineer, I am in a unique position to see data usage and other metrics the traditional customer doesn't ever get to see. There is absolutely NO technical reasoning that stands on truthful ground as to why we should implement data caps, especially on WIRED networks. With 10GB switching and up becoming commonplace these days, the hardware certainly isn't the bottleneck. Lack of competition for the ISP's also contributes to this. In my geographical location, I happen to be lucky enough to have a choice between 2 providers. Grand Rapids hasn't been on the list of cities Comcast would like to cap, but I expect this to change soon if left unchallenged. As a paying customer, tax paying citizen, and an outraged consumer I plead with you to look into the data cap issue.

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**Ticket: # 633877 - Comcast Data Caps**

**Date:** 11/4/2015 2:40:54 PM

**City/State/Zip:** Lawrenceville, Georgia 30043

**Company Complaining About:** Comcast

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## **Description**

Hi, I live in the Atlanta area, and while I don't currently have Comcast as an internet service provider, I plan on moving in the near future and could be living in an area that has no other choice than Comcast.

The fact that Comcast is implementing and enforcing a 300 gb data cap is a blatant and obvious attempt to retain cable tv subscribers. Streaming movies and shows through services like Netflix will easily use more than 300 gb of data in a month. Add downloads (like video games through Xbox Live or Playstation Network), and it would be extremely hard to stay under 300 gb each month. Comcast is slowly strangling the internet in attempt to line their own pockets in a faltering business (traditional television). Their data caps will stifle innovation, learning, and entertainment for years if they are not held in check. This issue is exacerbated by the fact that many local governments have granted monopolies to Comcast. Citizens simply don't have a choice in the matter.

Please stop Comcast from enacting these ridiculously low bandwidth caps before they choke the open and free internet.

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**Ticket: # 633905 - ComCast Data Caps**

**Date:** 11/4/2015 2:44:59 PM

**City/State/Zip:** Mission Viejo, California 92692

**Company Complaining About:** Comcast

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## **Description**

ComCast is a major reason I think twice about moving to certain regions of this country.

They should not be allowed to have a monopoly over entire regions as it does not motivate them to be in any way competitive.

As a result, they continually have unbearably poor customer service, shady business tactics in regards to canceling service, and are now introducing data caps to try and force people to stop using services like Hulu and Netflix.

Plenty of other developed nations have much faster and more reliable internet service providers than us and it's shameful that they are allowed to continually gouge their customers because they're the only viable option in many areas of this country to connect to the rest of the world.

Please stop these people from holding hostage this utility.

Please make it so that ComCast, Time Warner, etc are no longer allowed to have a monopoly over fiber optic utilities for entire regions.

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[Ticket: # 633914 - Data caps are corrosive to internet usage](#)

**Date:** 11/4/2015 2:46:05 PM

**City/State/Zip:** Memphis, Tennessee 38120

**Company Complaining About:** Comcast

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## **Description**

The infrastructure costs are not proportionate to the costs of the "data cap" overages. In fact, I would venture to guess that they are almost non-existent.

Outlaw these insane caps, or allow caps at 1TB+ of data. This is the information age, not the restriction age.

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[Ticket: # 633917 - Comcast data caps](#)

**Date:** 11/4/2015 2:46:24 PM

**City/State/Zip:** Colorado Springs, Colorado 80919

**Company Complaining About:** Comcast

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## **Description**

Comcast should NOT be allowed to impose data caps. Regulating the amount of data limits access to internet, hurts gamers and streamers, and hurts the livelihood of those who are youtubers or game streamers, bloggers, website owners, and everyone in between. It's not good to have data caps because it limits small business growth, as well as personal freedom at home. I urge the FCC to prevent Comcast from doing this. If ANY other provider were available in my area, I would switch from Comcast directly to them. Please do not let this corrupt company do this to the US citizens.

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**Ticket: # 633920 - ISP Data Caps**

**Date:** 11/4/2015 2:46:34 PM

**City/State/Zip:** Grand Rapids, Michigan 49505

**Company Complaining About:** AT&T

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## **Description**

Comcast, and any other ISP, data caps need to be put to an end. Here is a link to an article stating that they plan to expand their data caps to many new markets starting Dec 1, 2015:

(b) (6)

[REDACTED]. While my market or ISP specifically is not in that list, I imagine it will not be long until it is unless you do something to put a stop to it. It won't be long until other companies, such as AT&T which provides my service, will see how this is working well for Comcast and adopt it for themselves. 300GB per month is nothing these days. Netflix users can go through that in a couple weeks not to mention hearing impaired users who use captioned phone services. Captioned phone services require VOIP, Voice Over IP, to work. This has to be a serious violation of the Americans with Disabilities Act.

Their plan is to put these data caps in place then charge customers for going over the cap and severely limiting their service or charge an extra \$35 per month to remove the caps. This is unacceptable. There are so many reasons why this is wrong and a blatant money-grab due to so many of their customers dropping cable services and looking to other alternatives on the internet. A lot of people have no other choices for ISPs in their area and will be stuck with these data caps.

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**Ticket: # 633963 - Comcast exercising its monopoly control in unfair business practices**

**Date:** 11/4/2015 2:53:42 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

As you may be aware, Comcast is "experimenting" with data caps - restricting how much data can be downloaded per month - in various cities. It is now reported that it will be drastically expanding this market. Their arbitrary cap is 300 gigabytes, which may sound like a lot, but it's not.

This cap isn't being imposed to stop abusers as Comcast claims. It is instead being imposed due to the threat of online streaming services to Comcast's cable TV services. Netflix, Hulu and other services do use a great deal of data in order to stream video - but most normal users of these services will use 300GB in a month easily.

Because Comcast has monopoly status on broadband in many locations, they're abusing this power in order to gouge people and charge an additional \$35 for "unlimited" internet, as is outlined here:

(b) (6)



The truth is that Comcast is using this price gouging as a way to stave off competition from services like Netflix and Hulu that allow people to cut off their cable television service (and therefore fees and income to Comcast).

I'm in Chicago, a major metropolitan area, and even here our only option for broadband is Comcast. The FCC defines broadband as 25mbps or higher, and there is no service whatsoever that offers that speed besides Comcast, who has a monopoly here. AT&T's u-verse is the only "alternative" and they do not meet the FCC's description of broadband - their max speed is 18mbps and they can't really provide that unless you live very close to their exchanges.

Because it's virtually impossible for anyone else to create the infrastructure that Comcast has from the days of its cable TV monopolies, there is no sign that any competition will come to the market. Therefore, Comcast must be regulated and forced to stop gouging customers with unfair fees in an attempt to prevent competition in one of its market segments.

Thank you for your time,

(b) (6)



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**Ticket: # 633925 - Comcast Data Caps**

**Date:** 11/4/2015 2:46:59 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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### **Description**

I believe the data caps that Comcast has is unfair. They are forcing customers to pay more when their "fairness" policy isn't needed. This is especially true when Comcast is the only ISP available and there are no others.

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**Ticket: # 633928 - Comcast Monopoly and Data Caps**

**Date:** 11/4/2015 2:47:20 PM

**City/State/Zip:** Portsmouth, New Hampshire 03804

**Company Complaining About:** Comcast

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## **Description**

I'm a Comcast customer because I need to use the internet for my job (I work from home) but there are no alternative internet service providers I can switch to in my location. They can charge me whatever they want and I have no recourse but to pay it or move. That's a monopoly. Their prices and actions need to be regulated without question. Now they're rolling out data caps to kill competitors like Netflix and other startups. You know it's wrong, they know it's wrong, and they're just relying on the FCC to be corrupt and/or powerless to get away with it. Please don't let them.

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[Ticket: # 633938 - Comcast data caps are anti-innovation/consumer](#)

**Date:** 11/4/2015 2:48:55 PM

**City/State/Zip:** Wheat Ridge, Colorado 80220

**Company Complaining About:** Comcast

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## **Description**

Because of the lack of broadband competition, data caps could have a disastrous impact on innovation. In our modern society, we should be looking to increase the access to the web, not limit it.

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**Ticket: # 633940 - Comcast is Instituting Data Caps****Date:** 11/4/2015 2:49:41 PM**City/State/Zip:** Manassas, Virginia 20109**Company Complaining About:** Comcast

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**Description**

Comcast is instituting unnecessary data caps on all data traffic. This hinders the growth of the internet as we know it. As the internet keeps growing and expanding, bigger data files are created. In the past 4K videos never existed, now that they do, people that use them will not be able to fully enjoy them due to data caps! Not only that but video games which can be downloaded are also fairly large (with some games being up to 60 GB!!). Comcast is being very greedy with their data caps and this will only hinder the growth of the internet as a whole. I implore you to help prevent this with as swift a decision as possible.

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**Ticket: # 633952 - Bandwidth Caps**

**Date:** 11/4/2015 2:51:29 PM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast

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## **Description**

These new data caps are an underhanded way of bypassing net neutrality laws and should be stopped at all costs. Once the data caps are in place, Comcast will exempt their own services from the cap, essentially creating a fast lane even though the FCC has provided legislation to prevent that. Data is an unlimited resource, and these caps amount to nothing more than extortion. I feel like I'm taking crazy pills watching this unfold. This is a blatant attempt to undermine the FCC reclassification of broadband providers as common carriers. Comcast will do anything in its power to retain market share of an obsolete industry, and the consumer is paying a heavy price.

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[Ticket: # 633964 - Comcast data caps](#)

**Date:** 11/4/2015 2:53:47 PM

**City/State/Zip:** Redondo Beach, California 90278

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps with their service is an unscrupulous cash grab and essentially extortion for those people who are 'cable cutters'. They are doing this in areas where they hold a monopoly and people don't have any other alternative. It's either pays the ridiculous fees or lose Internet altogether. This action needs to be stopped and outlawed.

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[Ticket: # 633980 - Comcast Data caps](#)

**Date:** 11/4/2015 2:56:29 PM

**City/State/Zip:** Summerville, South Carolina 29483

**Company Complaining About:** Comcast

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## **Description**

Comcast plans on implementing an unreasonable data cap of 300 gb a month. The only way to remove the cap is to pay an extra 30 dollars a month. There are no other options for internet in my area.

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[Ticket: # 633981 - Comcast](#)

**Date:** 11/4/2015 2:56:42 PM

**City/State/Zip:** Knoxville, Tennessee 37916

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are unconstitutional and hinder the free flow of information. I will never understand why Comcast is allowed to do what they do. They're arguably the most hated company in the United States due to poor customer service and product quality. Please make room for competition and end the profitable data caps.

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**Ticket: # 634053 - Data caps**

**Date:** 11/4/2015 3:07:30 PM

**City/State/Zip:** Davie, Florida 33328

**Company Complaining About:** Comcast

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## **Description**

We've been subscribed to Comcast service for years. All of a sudden, they start enforcing a 300 GB data cap on our line.

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**Ticket: # 634064 - Comcast Data Caps**

**Date:** 11/4/2015 3:08:41 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

It is unfair to users of streaming services and online gaming to have data caps. As far as I understand it these caps also do not provide any fairness for other users. Comcast just seems to be trying to make more money. I use both the above services daily and now go over the 300 GB limit every month. I basically am forced to pay an extra ten dollars a month to Comcast because of my uses. Their claim that most users only get to 40 GB a month may be true but they are way off the mark for gamers and people who watch streaming content.

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[Ticket: # 634093 - Comcast's Data CAP](#)

**Date:** 11/4/2015 3:11:55 PM

**City/State/Zip:** Cortland, New York 11010

**Company Complaining About:** Comcast

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## Description

Dear FCC,

I am a currently enrolled as a college student at a university located over 200 miles from my home. I use Skype video-conferencing weekly in order to stay in touch with my family while away, and COMCAST's proposed data cap would limit the amount of times I would be able to speak with my parents and young siblings. Please don't allow them to do this.

Sincerely,

(b) (6)

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**Ticket: # 634105 - Comcast**

**Date:** 11/4/2015 3:13:58 PM

**City/State/Zip:** Daly City, California 94015

**Company Complaining About:** Comcast

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## **Description**

My mother lives in Volcano, Ca and relies upon the internet to make and receive phone calls. She is hearing impaired. The Comcast data cap will cause her to make less phone calls since she relies upon the ability to use video to call:

- \* her doctor
- \* her parent's doctor. My grandma is now 80.
- \* her family members across the country/in other countries
- \* her church members

And more...she is already exceeding the 'data cap' and after December 1, she will be forced to stop making calls.

Comcast is now taking away the ability for me to connect with the her. Please tell Comcast to stop.

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**Ticket: # 634110 - Comcast exploitation**

**Date:** 11/4/2015 3:14:36 PM

**City/State/Zip:** Moraga, California 94556

**Company Complaining About:** Comcast

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## **Description**

I feel exploited by the Comcast Communication company. They essentially maintain a monopoly on the area in which I live. As such, they have raised my basic internet costs significantly and without warning or explanation, something that is extremely unethical and should not be legal; their upcoming "data cap," similarly unethical, threatens my freedom within the use of this now vital utility - I use my personal (and absurdly expensive) home internet to avoid the unethical data caps Verizon implements on my mobile devices, and this notion Comcast is introducing feels extremely threatening to me and my freedoms.

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[Ticket: # 634120 - Comcast data caps](#)

**Date:** 11/4/2015 3:15:51 PM

**City/State/Zip:** Little Rock, Arkansas 72206

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps in my area starting December 1. This is going to place a significant financial burden on many people, including my family. Netflix, Amazon, Hulu, YouTube, Spotify and all the other streaming services are switching to HD content which will consume more and more bandwidth. Please tell them to get rid of their bandwidth caps!

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[Ticket: # 634127 - Internet Data Caps](#)

**Date:** 11/4/2015 3:18:20 PM

**City/State/Zip:** Chambersburg, Pennsylvania 17202

**Company Complaining About:** Comcast

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### **Description**

Comcast seems to be raising and implementing data caps starting December 1st. I might not be immediately affected, but as a Comcast user, I feel this could set a deadly precedent for everyone. The internet should not be limited for anyone, Comcast is just looking to make more money than they need and continue this greedy path to destroy the consumer market.

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**Ticket: # 634136 - Comcast data Caps**

**Date:** 11/4/2015 3:19:29 PM

**City/State/Zip:** Washington Township, Michigan 48095

**Company Complaining About:** Comcast

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**Description**

I SHOULD NOT BE GETTING COMCAST DATA CAPS BUT I SOON WILL BE FORCED TO HAVE A DATA CAP. BREAK UP THE INTERNET MONOPOLY!!

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**Ticket: # 634168 - Please stop Comcast's data cap expansion plan**

**Date:** 11/4/2015 3:25:31 PM

**City/State/Zip:** Mechanicsburg, Pennsylvania 17050

**Company Complaining About:** Comcast

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## **Description**

I work from home quite often, as does my father (which for him is necessity as part of the job). With Comcast's recent announcement that they are expanding their data cap expansion across the United States, this bothers me because with the amount of data we use just working from home we can go over the data cap limit that Comcast is imposing that we won't have any data left for personal use. A few years ago we had fiber cable laid in our neighborhood, including cables that run through our back yard. There should be no reason for a data cap on this when the network surrounding our area was designed to be capable to support more than that.

This type of cap is meant to prolong the inevitable that Comcast has on cable subscriptions and to punish people from streaming content over the internet. An hour of HD video from Netflix uses up to 3 GB of data per video. With just streaming video, you could go over your data cap in a little over 4 days and have no data left for the rest of the month.

Comcast is also providing a utility and punishing their customers by trying to claim that they are using too much data and thus a cap is needed but it is the prerogative of the utility company to provide the adequate backbone and infrastructure to handle all the data being requested, which they already have in place. They are also justifying the cap based on there being "too much data being used" but there isn't a finite supply of "data" being used so there should not be a cap on something that has no justifiable reason to be limited. The upgrade to unlimited plan can also be waived by their Retention department meaning if it something that can be waived to keep customers it must not be all that necessary for upgrading plans anyways. Please do not allow this data cap expansion process to continue and put a stop to unnecessary moeny grabbing techniques, especially for those in an area with no viable alternative for ISPs.

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[Ticket: # 634171 - Comcast data caps](#)

**Date:** 11/4/2015 3:25:54 PM

**City/State/Zip:** Ridgely, Maryland 21660

**Company Complaining About:** Comcast

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## **Description**

I've recently read that Comcast aims to spread their implementation of a 300GB data cap. This move serves no purpose but to line their pockets and in many cases their customers have zero choice in broadband services. I, myself can not even get DSL in my area, I would have to use Comcast or nothing. These data caps will stifle innovation and put a further strain on users with no alternatives. Please put an end to these unfair business practices.

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[Ticket: # 634195 - data caps on cell phones and now regular internet?](#)

**Date:** 11/4/2015 3:29:44 PM

**City/State/Zip:** Sarasota, Florida 34236

**Company Complaining About:** Comcast

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## **Description**

dear fcc

Im really worried about Comcast recently deciding to implement a 300g data cap on internet here in florida. they are obviously doing it as a money grab and it is a hindrance to new developing technology such as streaming. instead of trying to develop new technology for better infrastructure and moving forward with more advance technology Comcast is trying to hinder it by capping the internet. they couldn't implement fast lanes so they decided to cap the internet?

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[Ticket: # 634224 - Comcast data caps](#)

**Date:** 11/4/2015 3:35:12 PM

**City/State/Zip:** Indianapolis, Indiana 46260

**Company Complaining About:** Comcast

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## **Description**

The data cap of 300 GB and subsequent fee that Comcast is starting to implement in areas is unethical and should not be legal, as it's a clear grab to try and keep their customers using their cable service instead of letting them choose streaming options (Netflix, etc). Data should not be treated as leverage, it does not cost Comcast any extra to send a larger amount of data versus a smaller amount. This move they are attempting is clearly a business (read: Greedy) decision and not a technical one. It is disgusting.

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**Ticket: # 634229 - Comcast Installing Data Usage Cap****Date:** 11/4/2015 3:35:46 PM**City/State/Zip:** Norton, Virginia 24273**Company Complaining About:** Comcast

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**Description**

Hi,

I live in the small city of Norton in the heart of the Appalachians. When it comes to Internet providers, Comcast is the only one that provides cable Internet. Just yesterday, Comcast announced they would be rolling out their trial for their 300GB data cap here in this area along with other areas and will impose additional fees for overages. My complaint is how are we to enjoy a open and free Internet if the providers limit what we can do on it with caps and there is no real replacement for the already low quality of Internet provided. The trials continue to spread across the US as Comcast pleases and no one with the power to tell them to stop hindering a free Internet will speak up. I would ask that these data cap trials be stopped once and for all and Comcast not be allowed to continually play these games with the American people while trying to sneak around the idea of net neutrality with shady business practices used to line their own pockets. Furthermore, think of how this will impact those that may have disabilities, such as those that may be hearing impaired, that may rely heavily on services such as video chat to talk to others.

Thank you for your time.

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[Ticket: # 634269 - Comcast data cap](#)

**Date:** 11/4/2015 3:46:17 PM

**City/State/Zip:** Berkley, Michigan 48072

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a data cap on a service which has an endless pool of service to draw from. The internet is not a fixed good which will run out, they are subverting the system because they see a competitor on the horizon that they want to try and neuter prior to them getting a foothold in the market.

I can only hope that the FCC see this as a public utility situation and looks at this as gauging, please do whats good for the citizens of the united states and not just focus on what one giant corporation can do.

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**Ticket: # 634289 - Comcast Data Caps**

**Date:** 11/4/2015 3:52:01 PM

**City/State/Zip:** Shreveport, Louisiana 71115

**Company Complaining About:** Comcast

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## **Description**

Yesterday, I received notice of the impending 300GB data cap that Comcast plans to force on me starting December 1st, in the middle of a contract. There is no reason this should be allowed. They are essentially voiding the agreed upon contract by changing its terms.

This is yet another attack on the Netflix/streaming community. The cap is discouraging competition by scaring customers into thinking that if they watch one more episode or video they might go over the cap and therefore incurring penalties. However, Comcast is trying to be clever and hide behind their argument that you can still access these services so they aren't really violating net neutrality. I wish that was true, but using a streaming service for only a few hours a day will tear through this data cap easily. This attempt is solely to punish customers who use and support their competition by penalizing them for doing so. I live with only one other person (both of us who work during the day) and we surpass this cap easily every month. Anyone who doesn't think this is just a shady way of recovering lost profits from people canceling their TV service is fooling themselves. This is just an attempt to gouge their customers so they can stay rich and greedy a little longer. This is increasingly worrisome as most Comcast customers live in areas where Comcast is the only option if they want at least a reasonably fast internet service.

Comcast is also using the argument that they are doing this in the interest of fairness to other customers. So let me get this straight, you want me to pay more than the other guy just because I use more data. Really? If this was true then you should lower his rate in a manner that is fair and even to the way you are raising mine. Obviously you aren't going to do that so the fairness argument is just a big fat lie. Is the amount of data that I'm using adversely affecting the other customers? The only way this would be true is if Comcast's infrastructure could not support the bandwidth speeds that they are offering. This is a fault on their end. I pay for a certain speed of internet service. This speed was agreed upon by Comcast. I should be able to download and upload data at this speed 24/7 (which I doubt any of their customers do) because that is what I paid for. Comcast, don't offer speeds you can't support. Am I using up all the data that Comcast has for all its customers? No, of course not, because data is not a physical good like water or gas that can be used up. It is replicated indefinitely as long as it is need to. So your argument that I am affecting your other customers is also a lie.

This is just the beginning of a truly Comcast-monopolized internet in the US. If they are allowed to continue doing whatever they want with disregard to their customers and net neutrality I fear for the future of the internet. Since I know Comcast has to read this, I just want to say something to them directly. You are alienating your consumer base and making us feel you don't appreciate nor care about us. We know you want to be paid, but don't let that be your only motivation or you will ultimately lose us (all of us). And another thing, ironically, this data cap will probably force me to cancel my TV service and becoming a true "cord-cutter." That is what you are fighting against, but this new policy is turning me into one. I applaud you. Brilliant. You are pushing the few customers that still have TV away from that service. Now does that sound like something you want to do? I sincerely doubt it.

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[Ticket: # 634297 - Comcast data caps](#)

**Date:** 11/4/2015 3:52:54 PM

**City/State/Zip:** Lake Wales, Florida 33853

**Company Complaining About:** Comcast

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### **Description**

Comcast is blatantly price gouging customers with data caps because they have a complete monopoly in most regions. Please stop this!

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[Ticket: # 634360 - Do not allow data caps](#)

**Date:** 11/4/2015 4:00:47 PM

**City/State/Zip:** San Jose, California 95148

**Company Complaining About:** Comcast

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## **Description**

Data caps should not be passed at all. It will only hurt the consumers and others who have Comcast's service.

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**Ticket: # 634380 - Comcast is a bullying monopoly**

**Date:** 11/4/2015 4:03:25 PM

**City/State/Zip:** Edina, Minnesota 55424

**Company Complaining About:** Comcast

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## **Description**

Comcast is a company with a subpar product and horrendous service. Yet I literally have no other options for cable internet, and they have used bullying tactics to try and keep competitors, such as Century Link, out of my local market. Now they are instituting needless data caps. Consumers have no place to turn to, and Comcast has no incentive to change.

They are an illegal monopoly, and should be treated as such.

Sincerely,

(b) (6)

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**Ticket: # 634387 - Comcast Data Cap**

**Date:** 11/4/2015 4:04:19 PM

**City/State/Zip:** Lilburn, Georgia 30047

**Company Complaining About:** Comcast

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## **Description**

The data cap Comcast has put into effect is, frankly, the biggest load of garbage I have ever seen from an ISP in America. I'm a cord cutter because I find it absolutely silly to pay hundreds of dollars in order to flick through the guide for hours on end trying to find non reality show television to watch. As a cord cutter I bypassed the 300GB cap in a matter of about 14 days watching sports and playing videos for my kid to be entertained.

Not only this but it seems as if the data cap could be a serious violation of the Americans with Disabilities Act. Captioned phone services require VOIP to work and that takes up a lot of data, it is simply impossible for a deaf person who makes calls via google hangouts or Skype to stay under a 300GB data limit if they talk on the phone for even 30 minutes a day.

Everyone is scared of Comcast, welcome to America where the government and the decisions they make regarding scum bag companies like Comcast are basically made by Comcast. When foreigners ask me why I want to move out of this miserable country so bad I can list off a novel of reasons but its easier to just point at Comcast and the FCC and how you guys allow garbage like this to happen freely.

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**Ticket: # 634434 - Comcast/Xfinity Data Cap**

**Date:** 11/4/2015 4:10:50 PM

**City/State/Zip:** Merced, California 85341

**Company Complaining About:** Comcast

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**Description**

Comcast I'm hearing, now is trying to limit data if they can't limit bandwidth. I'm hearing around a 200-300gGB Data cap that, if exceeded, will result in throttling of subscribed bandwidth.

Today, many programs, updates, upgrades virus definitions, distribute content online instead of through CDs. This data cap punishes companies that utilize online distribution to minimize waste.

Please, communication is a public utility and shouldn't extort customers and businesses. This is just another guise for potentially creating another slow/fast lane to influence business negatively.

Please stop Comcast in their tracks and publicly recognize their efforts to subdue competition (Google Fiber) and promote an unhealthy market that the U.S. intended with Capitalism.

Thank you

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**Ticket: # 634476 - Comcast Data Caps**

**Date:** 11/4/2015 4:14:53 PM

**City/State/Zip:** Atlanta, Georgia 30328

**Company Complaining About:** Comcast

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## **Description**

I've recently received a number of emails from Comcast billing advising that I am exceeding my 300 GB/month limit for internet usage. I was never informed when I signed up with Comcast that I had a cap on the amount of internet I use. In fact, my package is for "Blast! Internet" with a speed boost because I stream movies on Netflix and play video games regularly. This package implies that I am going to be using a significant amount of data/bandwidth and yet there was no mention of the data cap when I signed up or when the technician came to my apartment for the install. After reading some forums online about the issue, I've found that Comcast does not use data caps in all markets. I live in Atlanta, GA and it just happens to be a "trail" market for data caps. My other options of internet are limited and I feel I have no choice but to accept the additional charges (\$10/50GB additional). This is going to end up being a pricey bill considering I can very easily exceed \$500GB/month just from gaming and streaming movies. If I recall correctly, High Def movies can use about 3-7 GB per hour streaming. If you do the math on that, its clear to see that 300GB cap is not sufficient. I request that the FCC, as the regulator of interstate/international communications, please review Comcast's policies regarding data usage and determine their validity and legality.

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[Ticket: # 634490 - Comcast data caps restrict my ability to work](#)

**Date:** 11/4/2015 4:17:20 PM

**City/State/Zip:** Martinez, California 94553

**Company Complaining About:** Comcast

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## **Description**

As Comcast continues to roll out and enforce data caps that are just low enough to not make a blip on most people's radar, those of us that work in the tech industry face a real problem. Many of us in the tech industry work from home when economically viable. I work in the game industry and at times must download the full project that I'm working on which can be upwards of 30gb for a mobile phone title. If I work from home for a week and have to download several project branches, each 30gb a piece, I'll have used well over half of Comcast's allotted cap before factoring in personal use. For me, working from home 5 days a month isn't unheard of and my monthly usage is often around 400-500gb. These data caps are a travesty and are an open declaration of war against net neutrality and the idea that the internet is a public service. Please pressure Comcast to abandon these plans, otherwise people like myself may be unable to continue working in the tech industry as telecommuting will no longer be an option on living in places like San Francisco and Seattle are too expensive.

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**Ticket: # 634534 - Comcast is at it again**

**Date:** 11/4/2015 4:25:59 PM

**City/State/Zip:** Richmond, Virginia 23220

**Company Complaining About:** Comcast

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## **Description**

Comcast is once again overstepping its boundaries, forgetting that it is (or should be) a utility that the middle class and working class essentially need to survive in the modern world. They are attempting to put Data caps/usage limits on internet usage! This is an outrage for many reasons, and is plain and simple price gouging. Comcast, having a monopoly can control it's pricing as it sees fit and needs to be dealt with by the FCC immediately, and reclassified as a utility. Imagine if dominion power was able to set any price they wanted on water or electricity; complete dominance over a people. The internet is as vital as any other utility in the modern day, and steps need to be taken in order to defend it! Please regulate Comcast and TWC, and disallow them to place data caps (so that they may charge people per usage amount). They are merely acting in their own best interest, and have no regard for the tens of millions who rely on internet, and are forced to adopt their product.

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**Ticket: # 634535 - Comcast Data Cap****Date:** 11/4/2015 4:26:11 PM**City/State/Zip:** Vero Beach, Florida 32968**Company Complaining About:** Comcast

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**Description**

Greetings,

I am filing a complaint on Comcast's recent actions regarding the limiting of data of its customers. As an avid user of the internet for both business and entertainment, Comcast's decision to test out data caps on their internet services has become extremely concerning. What is even more concerning is the news that they are planning to extend this data cap plan nationwide.

I know that this data cap will negatively impact me. On average, I run almost 100GB over Comcast's limit of 300GB a month. I use the internet to play games, watch videos, stream videos live from twitch.tv, and, the most important points, to further my studies and communicate with others. With the implementation of a data cap, I would not be able to do what is most important to me without being penalized.

Not only am I concerned because if Comcast is not stopped then these data caps will eventually reach me, but I am concerned because this could become a trend for all internet services providers. Everyone that understands the internet knows that the amount of data used by the population will, on average, keep increasing as time goes on. With streaming services like youtube, netflix, and twitch becoming more and more popular, the average user's data usage will increase. These data caps will punish more and more customers and there is nothing that the customers can do to stop it. In more competitive markets, customers could vote with their wallet and choose another service provider. However, with the nature of how the internet infrastructure works, there is little to no competition in the field of internet service providers. Because of this, customers rely on you, the FCC, to protect the customers. This is why the FCC should do something to stop Comcast, and to stop the adoption of data caps on internet services.

Also, as a student studying computer engineering, I understand the widespread growth of the internet of things. After graduation, I will be working with embedded systems that have places within the internet of things. It seems absurd to think about how a design would have to be scrapped because of the device using too much data. Having to think about a device's data usage, even after optimizations, in regards to data caps adds another obstacle to the progression of technology.

All in all, Comcast needs to be stopped. Comcast's data caps punish its customers in an unfair fashion. It hinders progression in technology, especially in the Internet of Things, as taking data caps into consideration would add another obstacle in the design. It seems that Comcast is using the trend of cable-cutting and increased internet use to take money from its customers. Instead of investing in their own infrastructure to make the internet a better, more accessible, and less restricting environment, Comcast has decided to remain lazy and charge its customers more for using the service it provides.

I urge the FCC to help protect the roots of the internet and to help define the future of the internet in a way that allows it to grow. As computers and technology advance exponentially, the internet should do so as well. It is important to protect the growth of the internet from those that aim to stunt it by using methods such as Comcast's data plan.

Best Regards,

(b) (6)

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[Ticket: # 634542 - Comcast data caps](#)

**Date:** 11/4/2015 4:27:36 PM

**City/State/Zip:** Washington, District Of Columbia 20009

**Company Complaining About:** Comcast

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## **Description**

My building does not offer anything but Comcast Internet, and with the new data caps going in place, this will severely limit my ability to work on project at home. It also unfairly limits my access to streaming services as opposed to non streaming services. Please force Comcast to remove data caps, or provide me with another option in my home.

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**Ticket: # 634548 - Comcast Data Cap**

**Date:** 11/4/2015 4:28:04 PM

**City/State/Zip:** Mason, Ohio 45040

**Company Complaining About:** Comcast

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## **Description**

Good afternoon,

Though I am not a Comcast subscriber, I feel that I need to speak out against their plan to roll out a 300gb data cap to more areas and offer a \$35/month "unlimited" plan.

300gb used to be adequate for the modern consumer. 10 years ago, even I, an individual who heavily uses the internet, would have struggled to consistently use 300gb per month. In those 10 years, we have seen more and more services that utilize the internet to the point where even your average family of four will blow through 300gb in a matter of a couple weeks. Hulu, Netflix, Steam, Xbox Live, YouTube, Facebook, Playstation Plus, Skype, WebEx, Spotify, and Pandora are not just services used by those who are on the cutting edge of technology, but are used by every day people all over America.

People use the internet for things other than shopping and entertainment. YouTube offers a wealth of content to help individuals better themselves through education and learning skills. Sites like Duolingo and Khan Academy help individuals learn language, math, and science. These sites and more stream high quality videos that use large amounts of data - capping individuals means they could be denied access to these resources.

Data is not a limited resource. Unlike most other goods, data is virtually unlimited. Comcast is not a storage company, they aren't hosting, merely providing access. Charging for faster service is a perfectly adequate business model, and charging for data on a direct connection is close to extortion for consumers.

I urge you to act now before this anti-consumer practice spreads. The rest of the world is making internet access a basic human right and expanding their services, both in terms of coverage and speeds. It is time that we, the American public, take a stand, and we need to rely on you to give that stand power.

Thank you for your time.

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**Ticket: # 634570 - Internet Data Caps**

**Date:** 11/4/2015 4:33:41 PM

**City/State/Zip:** California, Maryland 20619

**Company Complaining About:** Metrocast

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## **Description**

Metrocast has data caps on all of their residential internet packages and it's an asinine practice that simply improves their own profit margins. We are no longer in the day and age where large amounts of data usage implies questionable and/or illegal activities given the commonality of legal paid streaming services (e.g. Netflix), Voice over IP services (e.g. Skype), and video games.

This practice instead forces customers to either forgo television, or be extremely mindful of their internet usage when trying to watch through their internet provider. Please address the fact internet providers are only focused on widening their profit margin with practices that impair an open internet and net neutrality. They are only able to do so because of the lack of competition (I have no other cable provider for my residence and DSL/satellite is not comparable to cable in speed).

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[Ticket: # 634609 - Comcast data caps](#)

**Date:** 11/4/2015 4:41:22 PM

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

**Company Complaining About:** Comcast

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## **Description**

It is time for the FCC to step in and evaluate the comcast data caps that are being expanded to cover other cities in their coverage area. Unfortunately Comcast is the only provider that provides service in many rural areas in my state and these caps should be investigated to see how they could impede so many aspects the internet has come to influence in our day to day lives.

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**Ticket: # 634803 - Comcast Data caps**

**Date:** 11/4/2015 5:07:35 PM

**City/State/Zip:** Cane Ridge, Tennessee 37013

**Company Complaining About:** Comcast

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### **Description**

Comcast's data caps are going to ruin the internet. They're just a way to make more money. It's robbery is what they're doing!

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[Ticket: # 634615 - Stop Comcast's usage cap](#)

**Date:** 11/4/2015 4:41:54 PM

**City/State/Zip:** Galax, Virginia 20164

**Company Complaining About:** Comcast

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## **Description**

Comcast is throttling the internet connection. Once the 300 GB data cap is hit one has to pay for more data or get disconnected. This is also paid prioritization because you have to pay Comcast more to stream more than 300 GB.

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**Ticket: # 634616 - Comcast Data Caps**

**Date:** 11/4/2015 4:41:56 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast announced its intention to implement data usage caps on internet service in my area. These data caps are intentionally positioned to punished customers such as myself who have chosen to decline Comcast's cable TV service and instead consume media through services such as Netflix, Hulu, and Amazon Video.

This move is a blatant abuse of Comcast's monopoly position in this market. Even if I choose to refrain from internet-based entertainment to avoid Comcast's restrictions, my job in the technology sector requires that I have access to high speed internet services for voice/video meetings, connections to remote data centers, and so on. Because there is no other viable internet service provider in my area, I as a consumer have no way to respond to this abuse by Comcast short of relocating myself and my family to an area that is not afflicted by their monopoly.

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**Ticket: # 634632 - Internet Data Caps**

**Date:** 11/4/2015 4:43:58 PM

**City/State/Zip:** Cambridge, Massachusetts 02446

**Company Complaining About:** Comcast

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## **Description**

Hello,

I have been a customer of Comcast for the past few years and have always had difficulty with them. It has been reported that they plan to enforce internet data caps with more customers in the coming months. As someone who struggles with paying their internet bill already, this is very troubling to me. I have the most basic internet package from them but it can still be tricky to pay all of it on time. I try to cut down on my bill by utilizing other sources of entertainment besides cable television. I pay for streaming services such as Netflix and Hulu. If Comcast enforces these data caps, it will prevent me from fully utilizing the services that I already pay for. It is unfair when one company's practices prevent you from using another company despite the fact that you have every right to use both.

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**Ticket: # 634662 - Comcast Data Caps**

**Date:** 11/4/2015 4:50:04 PM

**City/State/Zip:** Minneapolis, Minnesota 55414

**Company Complaining About:** Comcast

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### **Description**

Just found out Comcast is expanding the absolutely ridiculous 300 GB data caps. Access to internet is absolutely vital to me as a student, and these 300GB caps are hugely detrimental to our ability to use the internet both for educational and entertainment purposes. It is obviously clear that they are going after streaming services with this cap since they are losing cable subscribers. Please stop this obvious money grab from expanding before it inevitably gets to my area.

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**Ticket: # 634678 - Comcast Data Caps**

**Date:** 11/4/2015 4:51:58 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

My family was subscribed to Comcast internet service for three months. The reason for switching initially was poor speeds in another provider. Unfortunately after switching, the quality of router provided limited use. Additionally, by the third month we found out we had exceeded a data cap we were not informed of before subscribing and would be subject to exorbitant overage fees. This became problematic as my mother uses the internet to work from home and for VoIP calls and I must also use it for job and graduate school applications besides using it for personal communications and entertainment. 300gb caps place a huge burden on consumers with few alternatives that match or exceed usable broadband speeds.

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**Ticket: # 634679 - Comcast Cable Data Caps**

**Date:** 11/4/2015 4:52:14 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Good afternoon,

As you've surely heard, Comcast is stating to enact data caps on their Internet services. The cap is just low enough so users who stream Netflix and Prime will surely go over their monthly limit.

This is not customer friendly and goes against net neutrality and open Internet. If they are allowed to bleed their customers this way, it won't be long until they try to do something else to hurt their user base.

Please look into this.

Thank you.

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**Ticket: # 634707 - Comcast Data Caps**

**Date:** 11/4/2015 4:55:07 PM

**City/State/Zip:** Dublin, California 94568

**Company Complaining About:** Comcast

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## **Description**

Comcast's recent implementation of Data Caps rendered the internet completely unusable for me. I currently pay prices greater than any other company in the area so that I can have high service speeds. Were I to actually use that speed, however, I would reach my data cap in less than a day. Why am I paying for something that I'm penalized for using?

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[Ticket: # 634714 - Comcast - Xfinity data caps](#)

**Date:** 11/4/2015 4:56:14 PM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

I live in the Johnson City / Gray TN area and understand that beginning December 1, 2015 Xfinity will institute a data cap on my cable modem of 300 gb with overage charges . Xfinity is the sole cable modem provider in my area and with no other cable modem options for this area I feel this is unfair and taking advantage of a monopoly on the market.

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**Ticket: # 634724 - Comcast Data Caps**

**Date:** 11/4/2015 4:57:08 PM

**City/State/Zip:** Keizer, Oregon 97303

**Company Complaining About:** Comcast

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### **Description**

Comcasts newly implemented data caps directly violate net neutrality regulation. Comcast needs to be fined and reigned in instead of making the FCC a pest that can be ignored.

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**Ticket: # 634767 - Comcast Data Caps Will Ruin My Internet Service**

**Date:** 11/4/2015 5:01:53 PM

**City/State/Zip:** New York City, New York 10017

**Company Complaining About:** Time Warner

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**Description**

Hi- I am worried about the data caps currently being implemented by large telecom providers in the US. After the recent reclassification of broadband service as a utility, companies like comast should not be able to limit usage to grow their bottom line. This is a regulation concern and these businesses need to be forced to comply instead of continue to line their pockets with the money of folks who have no ability to change providers to boycott these changes.

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**Ticket: # 634775 - Comcast Data Caps**

**Date:** 11/4/2015 5:02:51 PM

**City/State/Zip:** Clarkston, Michigan 48346

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are punishing customers who in many cases have no other option other than to pay them for services they need. At this point it seems everybody knows that Comcast will do whatever it takes to get money from customers but nothing is being done about it. With how obviously ridiculous this system is it seems odd that the government hasn't stepped in to help consumers yet.

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**Ticket: # 634800 - Comcast should not be allowed to institute data caps on currently unlimited service, and then charge a greater \$40 fee to retain unlimited.**

**Date:** 11/4/2015 5:07:20 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19147

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be allowed to institute data caps on currently unlimited service, and then charge a greater \$40 fee to retain unlimited.

Furthermore, comcast States that an average user uses far less than 100gb per month as the basis for why it caps data. However simply owning a gaming console such as Xbox or PlayStation, requires game downloads of 50-100gb each!

Comcast has lied about the average Internet usage of users, especially the younger demographic, and is trying to charge \$35-50 more for the same services they previously offered, and the same service competing isps offer. Unfortunately comcast has a monopoly for high speed Internet in many regions.

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**Ticket: # 634832 - Comcast data caps**

**Date:** 11/4/2015 5:11:18 PM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their data caps on December 1st, starting 300GB. Comcast's plan is to cap the entire US market within 5 years according to (b) (6). Here are a few fundamental problems with that in respect to both net neutrality and other aspects of our "capitalistic" market:

1. Comcast owns entertainment companies and has a MONOPOLY of internet access to millions of Americans. On the entertainment side Comcast is competing most heavily with the internet. The size of the cap is a blatant measure to punish streaming of video. Comcast is using their control of the internet to hurt all services that use it, and bolster the entertainment half of their company. Streaming a single episode of a show can amount to 3GB of data, or downloading a single movie off iTunes can be 4.5GB. A single video game can be a download upwards of 50GB's. All off these hobbies will COST MORE MONEY to participate in at the same capacity. Comcast has had no technical change on their end to create an "issue" that data caps are a solution of, they are simply using their monopoly control over customers to manufacture this scarcity of data to hurt ALL ENTERTAINMENT that utilizes the internet, and in turn support their entertainment programs.

2. Comcast is trying to assign a price to a service as if it were a tangible and scarce good. Data is not something that can be "used up". There is no technical reason to limit usage, Comcast's only motivation is making money at the expense of the entire evolution of the internet and the entertainment industry. Rather than adapt to a changing industry, they are using their control to stop the industry from changing.

3. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic, and when paying increased prices (Comcast customers have seen constant price hikes for years) there is an expectation that it should be going towards improving their infrastructure. Instead of doing this though, Comcast is instead adding arbitrary data caps to make people "ration" their data over the course of each billing cycle, and reduce the overall load at peak hours, allowing them to not improve their infrastructure and also hurt entertainment competitors.

4. Making a call Comcast's retention department and complaining can often allow a customer to "wave" the \$30 "unlimited" upcharge. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

5. In areas where Comcast does have competition (with services such as Google Fiber), the speeds they offer customers in that area will MAGICALLY increase ten fold. As a customer of Comcast, I am paying \$100 a month for a speed of 50 Mb/s, meanwhile a fellow customer in another state is paying

the same price for a speed of 350 Mb/s simply due to the nature that their local government hasn't given Comcast that local monopoly.

6. I'll only briefly mention this, but there are people who RELY on internet due to many disabilities and impairments. Someone who is hearing impaired would rely on video messaging, and with data caps they will not be able to function in their daily life without paying more money for no tangible reason. This is a serious violation of the Americans with Disabilities Act.

In the short term, data caps should be addressed as a violation of FCC regulation as internet is a public utility. Just like a land line, using their service 24/7 doesn't cost them money. Neither use up "data" or minutes, but because the internet is new and competing with the entertainment half of the company Comcast is using their control to manipulate the internet to benefit their bottom line.

In the long term, internet is becoming INCREASINGLY NECESSARY to the daily lives of a working American. I cannot apply to a job in store anymore, I am required to apply online; if something is required to function then it should be a RIGHT to have access to it. This is one example, but the overall policies Comcast and similar companies are instituting to make internet harder to use is stopping innovation and abuse of their role as a provider of a public utility.

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**Ticket: # 634839 - Internet Data Cap**

**Date:** 11/4/2015 5:12:35 PM

**City/State/Zip:** Fremont, California 94536

**Company Complaining About:** Comcast

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## **Description**

I am very upset that Comcast is allowed to set data caps for internet usage for its customers. We are not using cellular towers to receive said internet; this is not our cell phones! Maybe if the cable industry was actually upgrading there comcast service, but no they are using the same shitty internet that has been the status quo for the last 10 years. Its sad that America has some of the slowest DL speeds (100mbs my ass) in the world, didn't we invent the internet??..... This is not acceptable to put data caps on a service that has not been improved at all. If this situation continues to degrade, I'm moving to Canada. America is fucked. Democracy my ass. Welcome to the Oligarchy, where cash rules everything that you see.

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**Ticket: # 634842 - Comcast Data Caps**

**Date:** 11/4/2015 5:12:58 PM

**City/State/Zip:** Seattle, Washington 98101

**Company Complaining About:** Comcast

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## **Description**

I wanted to register my complaint against Comcast and their aggressive data cap policy expansion. Expert after expert had discredited the idea of data caps being about fairness to all customers. As the demands for streaming video and other media continue to grow, Comcast is putting themselves in a position to excessively profit off of consumers who choose to "cut the cord" with cable television. Please provide regulation that keeps the Internet a public utility that it is.

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**Ticket: # 634851 - Comcast Internet Cap**

**Date:** 11/4/2015 5:13:56 PM

**City/State/Zip:** Oroville, California 95965

**Company Complaining About:** Comcast

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## **Description**

Hello, thanks for reading. With Comcast suddenly and without warning, enforcing a data cap on Internet that I pay for, I will no longer be able to interact with my fans, who I stream video games with day. A data cap would prevent me from my hobby, but also prevent me from making a living. Because of Comcast having a monopoly, we cannot even go to a competitor instead. Comcast's is known for terrible customer service, which I have had the displeasure of dealing with several times. This company is incompetent and loathes it's customers. And after all that, they intend to enforce strict data caps when we all all paying for unlimited internet. Please stop them.

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**Ticket: # 634870 - Comcast Data Caps/Overages**

**Date:** 11/4/2015 5:18:18 PM

**City/State/Zip:** Cordova, Tennessee 38018

**Company Complaining About:** Comcast

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## **Description**

With internet evolving and increased data usage becoming the norm for many items such as online streaming and video games, Comcast imposing additional fees and penalties on people who utilize increased data is nothing more than an attempt to get unknowing users to fork over extra money and hinder their competitors to traditional TV service from making headway. This is unfair to consumers and to their competitors. Many people are also left without any competing providers in their areas and would be forced to pay these fees instead of finding an alternative. Please stop unfair data caps and charges and keep the internet open for all to use fairly.

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[Ticket: # 634879 - comcast](#)

**Date:** 11/4/2015 5:19:17 PM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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## **Description**

Comcast data capping and throttling in an uncompetitive market is unfair to consumers, I have no other options to take my service to due to my apartment complex's deal with Comcast.

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**Ticket: # 634918 - Comcast Data Caps**

**Date:** 11/4/2015 5:27:59 PM

**City/State/Zip:** Roanoke, Virginia 24013

**Company Complaining About:** Cox

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## **Description**

Comcast's data caps rolling out on December 1st are detrimental to society as a whole, violate tenets of net neutrality, and take advantage of consumers in non-competitive environments or consumers without the technical knowledge to manage their internet services. While I am not a Comcast customer, my fear is that other companies, especially ones in non-competitive markets, will follow suit.

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**Ticket: # 634907 - Impending Comcast data cap**

**Date:** 11/4/2015 5:26:27 PM

**City/State/Zip:** York, Pennsylvania 17403

**Company Complaining About:** Comcast

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## **Description**

It's come to my attention that Comcast plans on dramatically increasing its capped broadband markets. I spend a lot of time in areas that will be affected by this. Ignoring the fact that it is an immoral business practice (I know things like that don't tend to matter when a company has a monopoly), let me point out some practical issues with this: I rely on the internet to make and receive phone calls. I am not deaf, but my hearing is poor enough to usually not be able to use the phone. If Comcast sets a data cap, it will be impossible to make the amount of calls I need to since video is the only method that's really practical. I'm sure there are thousands of people in similar situations. As it is, it's already not unusual for me to exceed the 'data cap.' So, after December 1, I will probably have to stop making calls.

Comcast is now taking away the ability for me (and countless others) to connect with my community, complete my work, communicate with family, and generally function as a member of a society that is so heavily intertwined with the Internet. Please do what you can to put an end to this greedy nonsense. It will, quite literally, ruin lives for the sake of profit and greed. The FCC is too good to allow something like this to happen.

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**Ticket: # 634921 - Comcast Is Expanding Data Cap Markets**

**Date:** 11/4/2015 5:28:33 PM

**City/State/Zip:** Plaistow, New Hampshire 03865

**Company Complaining About:** Comcast

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## **Description**

This does not support modern times in any manner. There are better means for a business to pull in even more money. Comcast is gauging the people of the United States and watching them to proceed to attempt to make things worse for us is a shame. I am not in favor of data caps, and anyone that would hear an explanation about who they benefit and what they actually do would be against them. The rich try to get richer at the expense of the common folk using more practical and affordable means of enjoyment through streaming various forms of media. Please consider battling against data caps and their evil nature.

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**Ticket: # 634928 - Comcast Data Caps**

**Date:** 11/4/2015 5:30:09 PM

**City/State/Zip:** Warren, Michigan 48093

**Company Complaining About:** Comcast

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### **Description**

I am very concerned about Comcast adding data caps to peoples internet service. I feel it is unjust and something needs to be done. Comcast is hoping to have these caps in place before Internet video truly takes off as a way to counter the inevitable revenue decline of traditional television. Comcast only cares about their profits and not the consumer.

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**Ticket: # 634935 - Comcast usage caps**

**Date:** 11/4/2015 5:31:33 PM

**City/State/Zip:** Little Rock, Arkansas 72207

**Company Complaining About:** Comcast

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## **Description**

Hello. Comcast is implementing usage caps in my area on 12/1. The data usage meter on their site does not work. How am I supposed to know how much data I am using? Really wish someone could step in and put an end to data caps. Speeds are getting faster so why are we going backwards when it comes to internet usage? I would love to talk to someone at the FCC about this and other issues I have had with Comcast. I have filed complaints in the past. When Comcast calls me, I am busy at work. When I call back, I get and leave Comcast voice messages. Please help.

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[Ticket: # 634937 - Comcast Data caps in my area](#)

**Date:** 11/4/2015 5:32:12 PM

**City/State/Zip:** Shreveport, Louisiana 71118

**Company Complaining About:** Comcast

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## **Description**

Comcast will be starting up data caps soon in my area on december the 1st and my family uses netflix a lot. they want to charge my family 35\$ extra a month for the same service that they offer me today. i believe that this violates net neutrality rules due to unfairly targeting high bandwidth services that directly compete with comcast's cable TV business such as netflix and hulu and I'm asking that the data caps be removed.

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**Ticket: # 634942 - Comcast Internet Caps**

**Date:** 11/4/2015 5:32:50 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast plans to introduce data caps throughout the US. This is anti-competitive behavior - the threshold for the cap is just low enough that people who only subscribe to internet service and utilize streaming video (like Netflix/Amazon Prime/Hulu) will invariably run over the cap if they watch an average amount of television.

The average American watches 32 hours of TV a week according to Nielsen

(b) (6) ).

A HD Netflix stream utilizes up to 3GB / hour of bandwidth.

32 hours a week X 3GB / hour = 96 GB / week.

4.28 weeks / month X 96 GB / week = 410GB usage / month.

That's just in format shifted media viewing (internet vs. broadcast/cable). That doesn't take into account normal web browsing / multiple family members using multiple devices in a household.

These data caps are simply anti-competitive. They are not in response to congestion on Comcast's network and they are not in response to exploding bandwidth costs. It's a blatant money grab and attempt to offset declining traditional cable television subscriptions. In a competitive marketplace, businesses would not be dissuading customers from consuming more of their product.

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[Ticket: # 634960 - Comcast data cap](#)

**Date:** 11/4/2015 5:35:45 PM

**City/State/Zip:** Palm Beach Gardens, Florida 33418

**Company Complaining About:** Comcast

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## **Description**

This is in regards to the trial data cap. It is unethical to allow this lousy company to extort customers for an additional fee for something previously guaranteed. This cap has according to Comcast itself no technical reason for implementation and is just what it seems a plan to get more from their customers. This complaint just not be forwarded to Comcast, they do not care. And will simply brush this to the side.

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[Ticket: # 634998 - Comcast data caps](#)

**Date:** 11/4/2015 5:46:26 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has started instituting data caps in some of their markets. Previously, Comcast offered limited data. These data caps are meant to hinder streaming of movies and TV shows, which is a threat to Comcast's cable TV business. Conveniently, they announced you could go back to unlimited data for an extra \$35 a month. Comcast is using its presence as a monopoly in many parts across the United States to price gouge and stifle the spread of only streaming for their own gain.

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**Ticket: # 635062 - Comcast data caps and throttling.**

**Date:** 11/4/2015 5:58:44 PM

**City/State/Zip:** Fort Myers, Florida 33907

**Company Complaining About:** Comcast

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## **Description**

I live with three roommates in southern Florida. We share the expense of the internet and use it for our own means. However, I have found that even when it is solely me using the internet to, perhaps, play a game or watch Twitch, the internet will slow down substantially. Furthermore, with the slowly encroaching data caps that are coming into the area, our internet freedoms will be limited even more. I come home and use the internet for leisure from work as well as for work itself (I work in a hospital.) To what end is it necessary for Comcast to impose a data limit onto my usage when we are already paying for the product? We are not under a trial. This is our account and we pay it in full, on time, and still we are deemed to have to pay an additional amount of money for the luxury to use a service we already have to it's full potential? This does not make sense. A person doesn't go to a store to buy a piece of clothing and then has to pay a fee to wear it after 30 days. They pay the amount that is due and that's the transaction.

In spite of the fact that I am not yet affected by the data caps Comcast is introducing, I am complaining. Living with two other people in an apartment where we are all trying to get (school)work done as well as enjoy our lives will hit the maximum limit extremely quickly. A disservice to us, as paying customers. And it's not simply a matter of changing providers, for one, we shouldn't be forced to, but also, because, Comcast is really the only internet available out here.

Thank you for your time.

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**Ticket: # 635025 - Comcast Data Caps**

**Date:** 11/4/2015 5:50:53 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** Comcast

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### **Description**

Comcast is so shady, I started with a 50mb line for \$50 a month, the. Out of nowhere they bumped it to 100mb for free... Couple of months later they're charging me \$65 a month out of the blue for faster internet and now I also have a data cap? We're heavy streamers in my house and we also download a lot of games and play them online. Right now Comcast isn't enforcing the caps but I'm scared they will because we are WAY over what they allow which means my internet bill will be \$100 a month when it used to be \$50 for the same service.. This is so unacceptable but I'm forced to use them as the only provider in my area!!

Please break up Comcast and publicize Internet infrastructure. This country is embarrassingly corrupt.

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[Ticket: # 635067 - Comcast data caps.](#)

**Date:** 11/4/2015 5:59:16 PM

**City/State/Zip:** Franklin, Tennessee 37069

**Company Complaining About:** Comcast

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## **Description**

Comcast has had a data cap on my internet for over 2 years now. It's not right and they're about to dramatically expand their caps on everyone's internet they control. Please do something about it.

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**Ticket: # 635081 - Data caps**

**Date:** 11/4/2015 6:02:19 PM

**City/State/Zip:** Norcross, Georgia 30092

**Company Complaining About:** Comcast

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## **Description**

I'm unsure how this is actually allowed to be a thing.

They're placing data-caps in place and at levels to specifically target those who stream with their competitors (ie, netflix). Comcast owns NBCUniversal, as well as Xfinity Cable TV - conflict of interest, much? This is a blatant abuse of their monopoly (and I thought monopolies were illegal to begin with for some reason).

I've done some research on this, and I've heard the "clogged network" argument. They're in the public utility business! It's their responsibility to maintain the network! And that includes any improvements necessary for the public to have access to a functional internet, and a functional internet requires more usage than the absurd data cap they have in place.

Fix this please.

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**Ticket: # 635083 - Comcast Data Caps**

**Date:** 11/4/2015 6:02:51 PM

**City/State/Zip:** Portland, Oregon 97215

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps for their internet that they provide. It has been shown the infrastructure has no problem supporting the current uncapped load. Comcast's only reason for doing this is to extort money from their customers. These customers often have no alternative, providing Comcast a monopoly and the ability to hike prices.

This is just another way they're hurting net neutrality, people with disabilities (VOIP, Skype, etc), and breaking monopoly and extortion laws. These kinds of practices should not be allowed. The internet is as much a right as the access to water and electricity. Without fair access to it, there could be catastrophic repercussions.

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**Ticket: # 635105 - Unfair Comcast Data Caps**

**Date:** 11/4/2015 6:07:17 PM

**City/State/Zip:** Bellevue, Washington 98006

**Company Complaining About:** Comcast

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### **Description**

Data caps on internet imposed by Comcast are unfairly blocking me from watching TV shows on streaming services like Netflix and Hulu. Comcast is the only viable ISP available in my area, and they are using their monopoly to unfairly harm the companies that compete against their TV subscription offerings.

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**Ticket: # 635122 - Silent data cap imposed**

**Date:** 11/4/2015 6:11:41 PM

**City/State/Zip:** Little Rock, Arkansas 72212

**Company Complaining About:** Comcast

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## **Description**

My mother is a stay at home mom whose near-retirement husband needs to travel to another state twice a week to keep a roof over their heads and health insurance for both of their medical needs. The only way they have to communicate is through video chat.

Comcast has a consistent reputation for abysmal customer service, and is now trying to silently impose data caps on their consumers. This is probably unnecessary, and most likely for the purpose of profit; and they use feigned excuses like "for the greater good" to obfuscate their greed--their profit margin lies at an enormous 18%, while existing infrastructure is more than capable of handling much larger community data usage.

The existing cable internet service provision is oligarchical and leaves small users like my mother at the mercy of corporate greed.

This has got to stop.

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**Ticket: # 635130 - Comcast data caps are a blatant slap in the face to consumers.**

**Date:** 11/4/2015 6:12:49 PM

**City/State/Zip:** Orlando, Florida 32822

**Company Complaining About:** Comcast

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## **Description**

I don't even have service through Comcast but I feel the need to voice my opinion none the less. By allowing Comcast to implement the data caps they are planning for December 1st, the FCC is allowing the MOST HATED COMPANY in the United States to continue its anti competitive business plan and continue to monopolize on its....monopoly as a ISP. Please do something to stop this ridiculous company from continuing its greedy and unnecessary data caps. In the 21st century the internet is invaluable service and allowing Comcast to manipulate it even further for financial gains is a complete outrage. The FCC needs to do something about this before it's too late!!

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**Ticket: # 635255 - "Open Internet/Net Neutrality" Internet Issue**

**Date:** 11/4/2015 6:31:15 PM

**City/State/Zip:** Little Rock, Arkansas 72205

**Company Complaining About:** Comcast

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**Description**

Greetings,

With Comcast's plan to expand it's 'data usage plan trials' to my area beginning on December 1st, I will be subject to a total data transfer limit of 300GB per month. This data cap is anti-consumer because I use my internet connection for both work and leisure. I work from home for a university based out of another state and do not qualify for a business connection from my provider for this reason.

The nature of my full-time job as a college professor teaching totally online on the web and mobile applications requires me to upload and download large amounts of data to my school's learning management system, as well as participation in multimedia communications. My profession combined with Netflix and online fellowship meetings regularly surpasses the consumption of 300GB of data per month.

I would switch to an alternate provider, but no high-speed alternative exists in my neighborhood, and, as far as I know, no provider has plans to expand into my neighborhood. Furthermore, net neutrality is being breached in a terrible way with the imposition of these data caps. No longer will I feel the freedom to utilize my service when I risk overage fees for simply performing my duties for work or for enjoying some free time with my family while watching our favorite show on Netflix.

Again, this is anti-consumer, certainly anti-competitive and limits my ability to use the very internet service that I earn my living from. When the practice of price-gauging starts affecting quality of life, it's time for the FCC to step in. Please help!

Thank you for your time and attention,

(b) (6)

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[Ticket: # 635142 - Comcast Uses Internet data caps](#)

**Date:** 11/4/2015 6:15:05 PM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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## **Description**

ISP's should not be allowed to use data caps. This is ridiculous.

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[Ticket: # 635145 - Comcast is capping our data soon and holding our internet hostage](#)

**Date:** 11/4/2015 6:15:39 PM

**City/State/Zip:** Fort Oglethorpe, Georgia 30741

**Company Complaining About:** Comcast

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## Description

To whom it may concern,

I have just moved into my first apartment with my fiancé. It's taken us a long time to manage it since he is disabled following cancer and serious malpractice issues, but he is finally getting on his feet by running a small service online as an editor for people who wish to become better writers and get their novels published. Our budget is meager, and we thought initially that we'd be moving to an apartment within city limits so we could access Charter internet services. But we're two blocks out of range, and therefore Comcast is the only available provider.

They know this, and because of this they are acting unethically and against the better intentions of a free market and net neutrality. They know that in rural areas such as ours they are the only available provider, and so they start by offering what seem like reasonable internet service rates (though I can tell you that these rates are several hundred percent higher than any charged by service providers in France and the rest of Europe during my time living there). I received yesterday a notice that our previously unlimited internet package would be set on a "trial" run in which they cap our coverage at 300 gigabytes per month. We will have to pay an extra \$35 monthly for the "new" unlimited service, which in reality is just the service we have now.

There are several points I wish to make.

1. Bandwidth levels vary depending on how much you pay for your service, equating to the diameter of the pipe supplying a home with water. This is normal and understood. What is different is that no ISPs are allowed to charge for the "water". Data is an intangible thing which Comcast does not generate, which is not stored by them, and the transport of which has already been paid for by the contract regarding bandwidth. In this respect, they are trying to charge customers for something Comcast does not own.

2. Any ISP infrastructure is designed to be capable of passing data constantly, filling the pipes essentially, at all times, to every customer that accesses the pipe network. The contract established with any ISP implies already that the flat monthly payment covers that bandwidth being used completely at all times. It is the responsibility of Comcast to update their infrastructure if the infrastructure is not capable of performing this function, which is the task that people are paying Comcast for it to do. Were that a cost Comcast wished to pass down to the consumer, that would require they change the terms and conditions of the consumer's contract with them. Instead they are adding a new term without obtaining the permission of the consumer. And that term has no standing or basis around which they can grant it a sense of legitimacy. Hence the "trial." I believe that it's not right for a "trial" to go on without a specified ending date. If they wish to call it a date, they must limit how long it lasts.

3. They state this data cap is necessary to deal with their growing infrastructure. However many people have been on these "trials" for years now, with no sign that they will end. And they have found

that it's possible to convince Comcast to remove the data cap at no extra charge, suggesting that a data cap is not really necessary.

4. The data cap will inhibit my fiancé from doing his job; Comcast has established a monopoly which is forcing us to pay an increased price for a service which we already have. This threatens my fiancé's way of life, and consequently it threatens my way of life.

5. At 300 gigabytes, the datacap is designed to inhibit activities such as streaming films and tv shows online. Services like Hulu Plus and Netflix are currently threatening regular cable services, and Comcast is a regular cable service. By forcing people to pay exorbitant prices, they are preventing people from using streaming services and inhibiting a free market.

6. Internet services have been ruled a utility by the US Supreme Court. That defines them as a purveyor of bandwidth, not data. Thus they cannot charge based on data use, but they will do it anyway if you don't stop them.

To sum up, Comcast is using underhanded, unethical, and quite possibly illegal tactics to bilk more money out of people without doing anything and to combat their current entertainment business competitors. Please help us. Please stop Comcast from doing this to us. The only way people can be protected from price gouging like this is if government regulates businesses and breaks up monopolies, promoting healthy competition through which we can all benefit. But our government's representatives are more interested in fighting on the side of big businesses who are ready and willing to give them money. It's things like this that promote unrest if they are allowed to go on.

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**Ticket: # 635158 - Comcast Data Caps.**

**Date:** 11/4/2015 6:18:01 PM

**City/State/Zip:** Mobile, Alabama 36604

**Company Complaining About:** Comcast

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**Description**

Caps for Data are Dumb

Overage Fees are Bad

My Wallet's Feelings Hurt

Cut it Out

Abolish Data Caps

Stalin and Hitler would have used Data Caps

Thank you

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**Ticket: # 635165 - Comcast Data Caps**

**Date:** 11/4/2015 6:18:41 PM

**City/State/Zip:** Redondo Beach, California 90278

**Company Complaining About:** Comcast

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### **Description**

Comcast is beginning to incorporate data caps into some of their markets just as people are starting to stream more of their media to their devices and consume their content online.

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[Ticket: # 635176 - Comcast Data Caps](#)

**Date:** 11/4/2015 6:19:35 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps will prevent me from working from home. It will prevent me from reaching out to my community. It will prevent the united states from moving forward as a world power. This should be illegal.

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**Ticket: # 635181 - Comcast Data Caps**

**Date:** 11/4/2015 6:20:00 PM

**City/State/Zip:** Charleston, South Carolina 29403

**Company Complaining About:** Comcast

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## **Description**

The Comcast data caps in my city (Charleston, SC) are absolutely absurd. The government has allowed this terrible monopoly to materialize, and us as consumers are getting absolutely ripped off as a result. I should not be limited to 300GB a month, and in areas where there is competition with internet providers, Comcast won't dare impose these caps. Once a new Internet provider comes to the Charleston area, I will dump Comcast immediately and move on. Plain and simple, this should be illegal. They are punishing me for using a service I already over pay for.

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**Ticket: # 635191 - Comcast data capping**

**Date:** 11/4/2015 6:21:16 PM

**City/State/Zip:** Minneapolis, Minnesota 55416

**Company Complaining About:** Comcast

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## **Description**

Comcast recently announced that it will be imposing data caps on new markets. My current service is not affected, but if they institute a data cap in the future in Minneapolis, it will directly affect my ability to watch video content on the internet. Since I have no cable TV service, this is the main way that I consume video content. It appears to be blatantly anti-competitive for Comcast to impose this cap, artificially forcing customers to consider their television service who would otherwise rely on streaming video. We have a few other internet providers in my area, but it is telling that Comcast so far has only impose caps in markets where they face very little competition. The FCC should ban data caps imposed by ISPs that also provide competing television service.

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[Ticket: # 635254 - Comcast data caps](#)

**Date:** 11/4/2015 6:31:09 PM

**City/State/Zip:** Highlands, Texas 77562

**Company Complaining About:** Comcast

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## **Description**

This is straight up robbery. The data caps are too low and are not needed but just a source of extra revenue for Comcast. They should be banned from using them especially since they have a monopoly in my area and I can't just change service to someone else because of this.

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**Ticket: # 635204 - Comcast Data Caps**

**Date:** 11/4/2015 6:22:10 PM

**City/State/Zip:** Green Bay, Wisconsin 54311

**Company Complaining About:** Comcast

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## **Description**

Comcast has already rolled out data caps in some areas and is planning on rolling data caps out in even more areas. This is blatantly anti-consumer and in some cases (as with those who rely on services like VOIP and Video chat due to disabilities), a FIRM violation of the Americans with Disabilities Act as well as a violation of consumer trust. You as the FCC have the responsibility to stop this before other telecoms decide that this is an acceptable business practice.

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**Ticket: # 635223 - Comcast Data Caps**

**Date:** 11/4/2015 6:25:55 PM

**City/State/Zip:** Windermere, Florida 34786

**Company Complaining About:** Comcast

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## **Description**

How can you stand by and let a monopoly happen right before you the FCC? Comcast is capping people's data and charging them more for extra data allowance on a HOME NETWORK millions of people have UNLIMITED data on their respective plans that are equal or even less in price in comparison to Comcast's!

Something needs to be done before they spread this insane data capping practice around the country, please don't stand by and let this happen to average American citizens.

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[Ticket: # 635224 - Comcast data caps on home networks](#)

**Date:** 11/4/2015 6:25:56 PM

**City/State/Zip:** Des Plaines, Illinois 60016

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to begin rolling out data caps again. When I signed up, I was told I had a 300GB/mo limit, this was then changed to 250GB without notifying me. Luckily this cap was suspended, but now Comcast is beginning to do this again. This is ridiculous. Consumers already have limited data on their mobile networks and now even at home we are unable to use our internet freely? This is just a money grab by Comcast and I am upset that this has not already been outlawed.

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**Ticket: # 635226 - Comcast Data Cap**

**Date:** 11/4/2015 6:26:04 PM

**City/State/Zip:** Thurmont, Maryland 21788

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps on subscribers who originally signed onto unlimited high speed internet. They are also doing it in an UN-announced fashion with users finding out their subscription has be modified via on screen messages that your speeds will now be slowed for the duration of the billing period because you have exceeded the arbitrary number.

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[Ticket: # 635234 - Comcast Broadband caps](#)

**Date:** 11/4/2015 6:27:48 PM

**City/State/Zip:** Winchester, Virginia 22603

**Company Complaining About:** Comcast

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## **Description**

Please do not let Comcast to extend their unfair data caps to my region( Northern Virginia). Data caps should be made illegal as many people rely on the internet for work related activities we cannot and should not be forced to pay more money for the same or less quality of internet. If anything the FCC needs to work on making data caps or any other disruptive/destructive changes to internet quality illegal. Thank you.

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**Ticket: # 635239 - ISP Data Caps**

**Date:** 11/4/2015 6:28:22 PM

**City/State/Zip:** Irwin, Pennsylvania 15642

**Company Complaining About:** Comcast

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## **Description**

The new data cap plan that Comcast is adopting is outrageous. The company is trying to claim "fairness" in what is essentially a rate hike, as well as trying to hurt their direct content competitors such as Netflix. These caps severely limit a customer's ability to stream video.

This is not a fair business practice and an abuse of Comcast's near monopoly in some areas of the country.

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[Ticket: # 635263 - Comcast's data cap](#)

**Date:** 11/4/2015 6:32:33 PM

**City/State/Zip:** Chicago, Illinois 60607-4623

**Company Complaining About:** Comcast

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## **Description**

It is unreasonable and unconscionable that Comcast and similar monopolistic ISP's continue to enforce Data Caps on consumers in a market that is constantly growing, expanding, and innovating to utilize higher density & faster data transfers for the good of the consumer AND society in general. In an economy that is progressing further and further towards the utilization of Web services for nearly all aspects of life, it is not just inequitable but downright immoral that these companies are continually allowed to engage in these practices.

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**Ticket: # 635284 - Stop Comcast Data Capping BEFORE it goes nationwide in 5 years**

**Date:** 11/4/2015 6:39:01 PM

**City/State/Zip:** Reseda, California 91335

**Company Complaining About:** Time Warner

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## **Description**

In the past the FCC has said it will interfere with Comcast data capping if it plans to implement nationwide. Well, David Cohen has said Comcast plans to cap the entire US market within 5 years. The cap of 300GB is set just low enough to punish streaming, e.g. punish cord-cutters (not to mention downloads). Comcast is trying to assign a price to something that cannot be "used up". There is no reason to limit usage of data aside from profit. Instead, Comcast needs to improve their own infrastructure to provide a better network, rather than punishing their customers for the traffic on their network, something Comcast is responsible for. Comcast's whole data cap plan violates the core of Net Neutrality, and the FCC MUST step in ASAP.

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**Ticket: # 635290 - Comcast and Data Caps**

**Date:** 11/4/2015 6:39:55 PM

**City/State/Zip:** Sunderland, Massachusetts 01375

**Company Complaining About:** Comcast

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## **Description**

I have become increasingly frustrated with Comcast's implementation of data caps for their internet service. As of yet, my area has not been in Comcast's cross-hairs. If that changes, however, I fear that my access to the internet will be severely impeded. Our only alternatives would be DSL or Dial up internet, which is simply not practical in this day and age, especially for a college student such as myself. Comcast claims that their 300 gb data cap should be more than enough for most users, citing the average data use per month for their customers as 40gb. This can either be an outright lie or a fabrication of the numbers. A family of three can go through 40 gb in a day, and may hit the 300 gb cap in a weeks time. To impose data limits, charge overage fees, then offer "unlimited" data for an added fee every month is tantamount to extortion. Free and unbridled access to the internet is no longer a luxury but a right. To deprive a student internet access is depriving them of an education. To deprive ANYONE access to the internet is taking away their right to learn, communicate, and be informed.

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**Ticket: # 635339 - Comcast is increasing fees for the same service**

**Date:** 11/4/2015 6:49:57 PM

**City/State/Zip:** Los Gatos, California 95030

**Company Complaining About:** Comcast

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## **Description**

I just received a notice that Comcast is introducing a data cap on accounts in my area, starting with discount internet accounts belonging to people with lower incomes. I did the math, and a user can blow through a whole month's worth of Comcast internet by watching a movie and a TV show per day on Netflix. Which sounds like a lot, but if you have a family with two kids with different interests, you hit that data cap no problem at all, even if you don't TV every day. Factor in having iPads and android phones backing up photos to the cloud, and it becomes clear that this is just a money grab. Comcast profits are soaring, and data caps are completely unnecessary.

There is no difference in operating network switches at full or half capacity, so if there are occasional users saturating Comcast's network, they can have their traffic shaped down during peak hours. But really, people have been exceeding the data cap limit on paper for months, yet profits are up and costs are down. Therefore monthly access fees should at least be stable, not going up by \$35/month and more.

It's really disappointing and frustrating, especially since it is happening to low income families first, then being used as a precedent to extend to all users. Internet access really should be treated like a public utility and predatory business practices should be curbed.

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**Ticket: # 635312 - Comcast Internet Data Cap**

**Date:** 11/4/2015 6:44:34 PM

**City/State/Zip:** Tallahassee, Florida 32309

**Company Complaining About:** Comcast

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## **Description**

Hearing news that Comcast is working to expand their broadband data caps is disheartening. As the information and communication over the internet grows, it is becoming more and more integrated into the everyday life of every person. This attempt by Comcast to deliberately bottleneck internet services in the name of profit is detrimental to the web-based flow of information, transactions, and communication. Please put a stop to this greedy attempt by Comcast to harm the internet that we rely on so much.

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[Ticket: # 635330 - Data caps inhibit the free flow of information for those less privileged.](#)

**Date:** 11/4/2015 6:47:44 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has been and is planning on expanding their internet data caps. This cap will not only inhibit for those that can afford to pay, but may completely nullify the free flow of information to those that may have less expendable income. I've grown up in the greater Detroit area all my life, and I have seen people struggle to make ends meet. As our internet is throttled further, as the bills go up and the restrictions increase it becomes much harder for everyone to utilize the greatest invention mankind has ever known. I beg you as a voting citizen of this nation to be the checks and balances we need to break up monopolies, maintain and enforce policies that are beneficial for all Americans, and to truly make a positive change for the people and not at our expense.

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**Ticket: # 635352 - Data Caps with Comcast****Date:** 11/4/2015 6:53:03 PM**City/State/Zip:** Ludowici, Georgia 31316**Company Complaining About:** Comcast

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**Description**

I have internet through Comcast. My wife and I used to regularly hit the data cap. We used to think it was because of me. Because I am constantly doing stuff for work and Netflix and what have you. Well for the last few months (since beginning of June) I have been doing training away from the house so it is just my wife. Well she works from 8-5:30 Mon-Fri. When she is home I'm sure she has Netflix on quite regularly and probably phone stuff. But otherwise other than the basic stuff (Facebook, email etc..) she doesn't download stuff or anything. Well just doing the basic things we are hitting 600gb (this is on the LOW end). Our data cap is 300gb with a 50mbps connection. I do not understand how with a 50mbps connection they don't expect people to use it. WHY WOULD I HAVE THAT SPEED IF I DON'T INTEND TO USE IT? Anyway I just wanted to make a note that I personally believe these data caps are a horrible idea. They have been proven time and time again that it is just an extra money grab for companies.

Thank you for your time.

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**Ticket: # 635380 - Data caps**

**Date:** 11/4/2015 6:58:32 PM

**City/State/Zip:** Pooler, Georgia 31322

**Company Complaining About:** Comcast

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## **Description**

Comcast decision to impose data caps is one of the most ridiculous things I have ever heard of. However, coming from a such a hated and despicable corporation like them I should have expected it. I am totally against a decision like this, mainly because it serves as no purpose other than to use their means as a monopoly on the ISP industry to try and dig into the pockets of more and more Americans. There is no technical reason for it just pure greed and as a way to fight back against companies that rely on data streaming. I've ran over on my data cap once. But It's just me and my wife, I can't imagine how much data it would be for a family of 4 or 5. Please help stop this nonsense.

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**Ticket: # 638396 - Comcast Internet Data Usage Plan**

**Date:** 11/5/2015 5:50:06 PM

**City/State/Zip:** San Jose, Ca, California 95122

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As you are already well aware, Comcast is running trials on their internet data usage plans. While I currently reside in California, and this hasn't affected me yet, I am quite concerned for the following reasons:

1. The internet has become an essential part of every day life. I rely on it to get my work done, communicate with my loved ones, and keep up to date on events.
2. Comcast claims that this is so that users that are using more data are paying their fair share. However, there doesn't seem to be a credit for users that don't use their cap, nor a rollover built into their plan. I get charged extra if I use more but I don't get a discount for not using as much as others. This doesn't seem right nor fair at all.
3. Data used through the services provided by them such as TV, Phone do not count towards this data usage limit and shows a preferential treatment for data.
4. While there is no data cap imposed, by imposing an extra fee for usage after a certain limit, there is an inherent limit as the average american cannot afford to go over a certain amount.

Natural monopolies and limited options make it very difficult or impossible for people like myself to vote with my wallet and reasonably switch internet service providers. I am asking you to do everything in your power to stop this trend before it starts. The internet is no longer a luxury and has become a critical part of the majority of people's lives.

Thank you for your time.

Regards, (b) (6)

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**Ticket: # 635450 - Comcast's Data Caps**

**Date:** 11/4/2015 7:12:05 PM

**City/State/Zip:** Reston, Virginia 20190

**Company Complaining About:** Comcast

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## **Description**

The data cap model of cellular networks only works because it encourages us to fall back to our wired networks, which makes sense from an efficiency standpoint.

Comcast adding data caps for wired networks threatens our freedom. Let's say I hit my data cap one month. How will I be able to openly voice my opinions on an open internet, if after I have already paid for internet service, and can no longer afford to pay for the overage fees?

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**Ticket: # 635462 - Comcast must be prevented from capping home internet data plans.**

**Date:** 11/4/2015 7:16:54 PM

**City/State/Zip:** Newark, Delaware 19702

**Company Complaining About:** Comcast

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## **Description**

Comcast has been experimenting with a 300 GB data cap in select areas. They are planning to expand this and they must be stopped. The internet is a utility and comcast has been allowed to monopolize it and profit greatly. Their cap is completely unnecessary and exists purely for profit even though they already have massive profits. They fail to upgrade their systems even when people beg for faster speeds and consume more and more data every day. Other utilities respond differently when faced with this demand, they upgrade their systems to be more reliable and give people more of what they desire.

Their cap is placed just at the level where most of their customers will exceed the limit and have to pay extra. I highly doubt comcast will use this revenue to upgrade their system, they'll just pocket the extra cash. This cap is also unfair because if I were to use the full bandwidth I currently pay for all month, I would exceed the cap within days. How could that possibly be allowed. If I pay for a speed I should be able to use it all the time at full capacity.

I will very likely change my service provider soon to one which does not enforce a cap on any of its customers due to their decision.

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**Ticket: # 635506 - Data Caps by Comcast**

**Date:** 11/4/2015 7:28:26 PM

**City/State/Zip:** Raleigh, North Carolina 27617

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

Comcast's degradation of their broadband service via data limits demonstrates a blatant disregard for not only their own customers, but the welfare of the Country. There are only 2-3 ISPs in the US widely available to consumers, and for one of them to adopt an unnecessary, predatory practice, especially one that has already tried to monopolize the market, should be extremely alarming to the FCC.

First and foremost, the data caps are not necessary. They already provide limitless broadband to the majority of their customer base. Unfortunately, due to the monopolistic nature of the internet service business, the customers are held powerless to choose an alternative.

I believe that the FCC has acted correctly in mandating Net Neutrality- so I trust that they will solve this problem in an acceptable manner. I suggest either putting a stop to Comcast's attempts to prey on its customers, but there is another way: Destroy the monopoly Comcast has on its markets so customers can make an informed decision, and reject these nonsensical policies themselves.

To put this complaint in perspective, I am a TWC customer. I didn't get to decide that. My apartment complex did. Some people do not get to choose their ISP, and that isn't fair. This complaint is moreso about the fact that Comcast has made multiple attempts to buy TWC, which could impose their unethical and greedy data caps on me. Even if they can't buy TWC, if the Comcast customer base doesn't roundly reject the data caps, TWC might start looking at its own customers with greed in their eyes.

Worse yet, this plan to leech more money off people who depend on their ISP for commerce, content, and communication is being "tested" on smaller markets to see how loudly they complain. They want to get people used to their collars. I will probably vomit if I see one of their commercials, should this take hold.

Please, FCC, do something to end this malicious, backwards, and sneaky practice. This is abuse of the power that comes with monopoly. Please consider this a formal complaint against Comcast. I have others, but this one is just intolerable.

Thanks for reading this- I hope there were lots more like it.

Sincerely,

(b) (6)

(b) (6)

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**Ticket: # 635520 - Data Caps**

**Date:** 11/4/2015 7:31:05 PM

**City/State/Zip:** Sacramento, California 95835

**Company Complaining About:** Comcast

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### **Description**

It is quite obvious Comcast is using Data caps to circumvent the net neutrality laws established by the FCC. They are implementing new rules that force people to pay extra for extra data cap usage and then have companies such as Netflix pay to make their service not affect our data cap limits. I do not have another internet provider in my area as Comcast has monopolized the area... I'm very tired of ISP monopolies.

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[Ticket: # 635536 - Comcast data cap](#)

**Date:** 11/4/2015 7:35:19 PM

**City/State/Zip:** Eielson, Alaska 99702

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be allowed to data cap the users. This is outrageous and we lead to other isps from milking the customers more that they already are. Control them before this gets out of hand.

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[Ticket: # 635544 - End Data Caps Now!](#)

**Date:** 11/4/2015 7:38:53 PM

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

**Company Complaining About:** Comcast

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## **Description**

My wife and I use streaming video services instead of cable TV. We are opposed to data caps, as it punishes us for not subscribing to cable TV, which would allow unlimited watching. Comcast, our ISP, is rolling out data caps to add fees for users like us who aren't subscribing to their cable TV packages. Please outlaw data caps. They inhibit innovation, punish users of streaming video, and are being used to extort money from consumers.

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**Ticket: # 635547 - Comcast's Data Caps**

**Date:** 11/4/2015 7:39:24 PM

**City/State/Zip:** Front Royal, Virginia 22630

**Company Complaining About:** Comcast

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## **Description**

Comcast is the only service provider in my area and with their new plan for data caps I may not be able to use the internet as I require. I work for the government in a communications position with the Federal Air Marshalls and being able to work from home and conference via the internet is vital to my job. Comcast's plan will not provide the basic service I require and beyond my personal needs I am dismayed to see that Comcast is making such an effort to not provide the services for which we pay them and for which they have exclusive access to my community to supposedly provide.

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**Ticket: # 640727 - Data Cap and Monopolization****Date:** 11/6/2015 12:20:07 PM**City/State/Zip:** Clarksville, Tennessee 37043**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base, in particular interest to me is the Augusta, GA market. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I was living in the Clarksville, TN area where I had the options of Charter, Comcast, and a municipal ISP. Comparing the service options available to me, the municipal ISP was over \$20 a month cheaper than either Charter or Comcast for a 50Mbps link. That is inclusive of Charter and Comcast's promotional prices. Now that I am moving to Augusta, I have discovered that my options in the neighborhood I am going to be living is are limited to Comcast or nothing. I find it an awful coincidence that a city as large as Augusta, GA which has multiple ISPs but only Comcast serves the area I reside in.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, {Your Name}

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**Ticket: # 635616 - Comcast is unfairly price gouging its customers**

**Date:** 11/4/2015 8:04:15 PM

**City/State/Zip:** Davie, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

Comcast, as everyone is aware, is now enforcing higher prices to make use of the internet. There are many services offered online that use a ton of data, Music and Movie streaming, sharing personal files and videos with family and friends and as our media becomes more complex the average file size increases as well. Comcast is now issuing a Data cap of 300gb and expects us to pay more money to them if we surpass that allotment. I feel that this is just a money grabbing tactic in markets where competition is low. I already pay a high premium to comcast for my internet because they are the only provider in my area that offers reasonable speeds, so it's Comcast or Dial up for me. For Comcast to be exploiting their customers in this manner is just unfair and I believe something should be in place preventing Comcast or any other service provider from creating usage caps for their customers.

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**Ticket: # 635628 - Comcast Data Caps**

**Date:** 11/4/2015 8:05:45 PM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** Comcast

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### **Description**

Comcast implemented data caps of 300 GBs per month. With a household of 5, plus friends and family that visit, 300 GBs is not enough to enjoy Netflix, YouTube, Pandora and other streaming services. Since the cap was implemented, our family has had to cut back on internet time, usually time spent together, to keep from incurring overage charges.

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**Ticket: # 635694 - Internet Data Cap**

**Date:** 11/4/2015 8:23:00 PM

**City/State/Zip:** California, Pennsylvania 15419

**Company Complaining About:** Armstrong Wireless

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## **Description**

I previously filed a complaint about my ISP and data caps. I am unable to freely use any streaming service without having to worry about going over my "data allowance". There are also new video games that come out that are fairly large( 20 - 40gb) that I am unable to download in fear of going over my data allowance. The only solution they can give me is that i "pay for more data". I am currently a college student and shouldn't be confronted with the added anxiety of going over my data allowance.

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**Ticket: # 635703 - Comcast Data Caps**

**Date:** 11/4/2015 8:25:07 PM

**City/State/Zip:** Kent, Washington 98031

**Company Complaining About:** Comcast

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## **Description**

I have heard that Comcast is issuing data caps of 300gb on their services and charging for anything more than that. This is a new program and it seems wrong to charge for data this way. I stream video for entertainment as well as for schooling and this could cause me issues. The internet should be a flat rate since it costs Comcast the same no matter how much I use. This also indirectly affects streaming websites. If I can't even stream from these sites because of Comcasts data cap then why would I keep doing bussiness with the streaming sites? This seems wrong.

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[Ticket: # 635707 - Comcast data Caps](#)

**Date:** 11/4/2015 8:25:37 PM

**City/State/Zip:** Hanover, Pennsylvania 17331

**Company Complaining About:** Comcast

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### **Description**

Stop Comcast from setting up data caps. This would extremely limit my ability to do my school work at home. Unless you want America to lose.

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[Ticket: # 635716 - comcast capped data](#)

**Date:** 11/4/2015 8:26:57 PM

**City/State/Zip:** South York, Alabama 20223

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Recently it has come to my attention that comcast will be completely restricting internet use through data caps. I cannot urge you enough to stop this. Comcast is simply testing their limits and if you let them through with this there is no telling what nefarious acts they may commence next. Comcast's monopoly is bad enough please don't allow them to exploit the public.

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**Ticket: # 635724 - Comcast Data Caps**

**Date:** 11/4/2015 8:29:05 PM

**City/State/Zip:** Dubois, Pennsylvania 15801

**Company Complaining About:** Comcast

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## **Description**

Capping of internet is ridiculous. Comcast is attempting to monetize the internet in any way possible. Data caps are not necessary and Comcast is only doing this in areas where they are the monopoly. Please consider doing something about this. Many users depend on these services that will be cut off if there is a data cap.

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**Ticket: # 635742 - Comcast Data Caps**

**Date:** 11/4/2015 8:32:55 PM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast

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## **Description**

Comcast has started spreading their plan for enforcing data caps on their internet service. The idea that internet data usage is a rivalrous good in the same way water or natural gas is truly a limited resource, is insane. These data caps represent an opportunity for Comcast to price gouge markets with limited options for internet service providers. I live in an area where Comcast is literally the only option for broadband internet, when these data caps are enforced in this area, normal internet usage, such as Netflix streaming, Skype video calling, or online gaming will all have to be limited and restricted or else I face overage penalties. This is simply monopolistic market manipulation. Allowing Comcast and other ISPs to continue practices in this way is abhorrent. Please do not allow these business practices to go unchecked.

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**Ticket: # 635748 - Comcast Data Caps**

**Date:** 11/4/2015 8:34:46 PM

**City/State/Zip:** Atlanta, Georgia 30324

**Company Complaining About:** Comcast

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## **Description**

It is unreasonable and unconscionable that Comcast and similar monopolistic ISP's continue to enforce Data Caps on consumers in a market that is constantly growing, expanding, and innovating to utilize higher density & faster data transfers for the good of the consumer AND society in general. In an economy that is progressing further and further towards the utilization of Web services for nearly all aspects of life, it is not just inequitable but downright immoral that these companies are continually allowed to engage in these practices.

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[Ticket: # 635764 - Comcast data caps](#)

**Date:** 11/4/2015 8:39:29 PM

**City/State/Zip:** Meridian, Mississippi 39301

**Company Complaining About:** Comcast

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## **Description**

Please urge Comcast to do away with data caps. They are violating there own agreement with customers like myself. I do understand that they can change their own terms at any time, but consumers do not have this option. Plus data caps becomes another creative way to gouge long-time subscribers. Comcast is effectively preventing competition from streaming services.

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**Ticket: # 635777 - Comcast data caps**

**Date:** 11/4/2015 8:43:54 PM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

Comcast is about to roll out 300 GB / month data caps to my area.

This is a calculated move to drive out competition from Netflix, which occupied 37% of all internet traffic by consumer choice.

Comcast is apart of the "big 6" corporations that control 90% of all media.

Comcast is arbitrarily damaging our ability to use innovations in order to force us to keep using their other outdated products.

I don't want TV. I don't want cable. (Even though I already pay for cable TV anyway!) But now I'm forced to watch it to get my media? Am I living in 1995 again? Is Comcast going to force me to start playing Seinfeld on my computer monitor?

300 GB is nothing. Facebook autoplays videos. Twitch, YouTube, NetFlix, and Hulu are all using up 3 GB per typical hour of HD content.

I support remotely IT systems for a living. So now I'm supposed to choose between servicing my clients, and watching media... for the same already ridiculously high price I've been paying for years?

I am not necessarily opposed to data caps. But a 300 GB data cap is a significant intrusion and handicap to the typical users. They have chosen a number number that would have only been "acceptable" 10 years ago, but today is absolutely appalling in its inability to keep up with the expected demands of the internet.

These data caps have nothing to do with hardware or financial limitations. They've been running just fine without them! No, these caps are solely to drive out competition at the cost of consumer choice.

I do not support Comcast, an effective monopoly, pushing out competition. Comcast should not be the sole decider of what views, thoughts, and entertainment I am capable of receiving. Comcast should not be able to squander competition.

The telecommunications act of 1996 was supposed to increase competition. What we're seeing here is a clear case of being unable or unwilling to compete, and gobbling up and pushing out anyone with a superior product.

I do not support Comcast's data cap.

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**Ticket: # 635785 - Comcast Data Caps**

**Date:** 11/4/2015 8:47:46 PM

**City/State/Zip:** Chicago, Illinois 60637

**Company Complaining About:** Comcast

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## **Description**

Comcast's anti-competitive and exploitive data caps threaten the disabled and home workers who rely on data usage to conduct their daily business and communicate with their families and communities. Preventing the disabled from communicating is a violation of the ADA. Comcast may try to dodge this violation by separating certain services, such as VoIP, from the data caps, but this violates Title II regulations preventing the prioritization of certain data over other data.

Furthermore, the caps are clearly designed to exploit customers who have no other options for Internet service. Please prevent Comcast from hurting Americans by instituting these caps.

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[Ticket: # 635803 - Data caps are unfair and unnecessary](#)

**Date:** 11/4/2015 8:52:47 PM

**City/State/Zip:** Gray, Louisiana 70359

**Company Complaining About:** Comcast

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## **Description**

Comcast is choosing to implement unfair, unnecessary, data caps purely to wring more money out of their customers. There is no congestion in my area yet I am reportedly soon to be capped at 300 GB per month. My family and I make heavy use of online gaming and streaming services, and will easily reach 400-500 GB in a month. Data caps have never been proven to be an effective means of managing network usage. Comcast is arguably choosing to implement this simply because streaming services such as Netflix and YouTube hurt their business partnerships with traditional broadcast media (NBC Universal). This is anti-competitive behavior and should not be allowed by any means.

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[Ticket: # 635833 - Comcast data caps](#)

**Date:** 11/4/2015 9:00:07 PM

**City/State/Zip:** Norridge, Illinois 60706

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping data usage for its customers in certain markets. Comcast has a near monopoly on internet access in this country and are now trying to set a maximum on internet usage. This is unfair and should be illegal. Regulate comcast and force them to provide affordable internet (prices are outrageously high) without data caps. Thank you.

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[Ticket: # 635851 - Comcast price gouging](#)

**Date:** 11/4/2015 9:07:59 PM

**City/State/Zip:** Rossville, Georgia 30741

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted a new data cap in my area, which only serves to punish those of us who do not subscribe to their cable TV service, instead choosing streaming alternatives like Netflix. They want us either to pay for cable TV or pay extra for our already overpriced Internet service. We have the option of removing the cap for an extra \$35 per month. Since there is no alternative high-speed Internet in my area, they think they can get away with price gouging.

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**Ticket: # 635868 - DATA CAPS**

**Date:** 11/4/2015 9:13:47 PM

**City/State/Zip:** Atlanta, Georgia 30329

**Company Complaining About:** Comcast

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### **Description**

It is unethical and unlawful for Comcast to institute data caps and force us to pay more to remove them. They operate as a monopoly and this has to stop.

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**Ticket: # 635879 - Comcast Data Caps**

**Date:** 11/4/2015 9:19:50 PM

**City/State/Zip:** Little Rock, Arkansas 72227

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer acct. (b) (6). I've just been informed that starting 12/1/2015 that a 300Gb data cap is going to be implemented in my area. This is completely unfair as we really do not have another option in this area for high speed internet.

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**Ticket: # 635882 - Comcast Data Caps**

**Date:** 11/4/2015 9:20:46 PM

**City/State/Zip:** Evans, Colorado 80620

**Company Complaining About:** Comcast

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### **Description**

Comcasts planned expansion of data caps is a clear violation of net neutrality. The caps target users who use streaming services such as netflix. They allow 'unlimited' internet for \$30 more, which really is just them charging 30 dollars per month more for a service they are not providing (streaming video).

Please enforce net neutrality. Regulate them like a utility if they are unwilling to play by the rules.

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**Ticket: # 635886 - Comcast Data Caps**

**Date:** 11/4/2015 9:21:28 PM

**City/State/Zip:** Saltville, Virginia 24370

**Company Complaining About:** Comcast

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### **Description**

Comcast is putting in data caps for my account. This I'd a sick and disgraceful pricing that was abandoned in the mid 90s. For good reasons to. Data caps whether they are land or cell based will kill the Internet. Please do something to stop this practice before it gets anymore widespread

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**Ticket: # 635890 - Comcast's Data Caps**

**Date:** 11/4/2015 9:23:50 PM

**City/State/Zip:** Jersey City, New Jersey 07302

**Company Complaining About:** Comcast

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### **Description**

Please stop Comcast from adding data-caps to customer's plans at will. This is truly worrying and could cause prices to go up dramatically. Especially in areas where there is no internet competition. Please help end the data caps

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**Ticket: # 635900 - Comcast expanding capped broadband**

**Date:** 11/4/2015 9:25:53 PM

**City/State/Zip:** Chicago, Illinois 60615

**Company Complaining About:** Comcast

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## **Description**

Comcast is expanding the adoption of 300GB data caps to new markets. I am a current Comcast customer with limited alternatives, and while I don't currently live in a capped market, were Comcast to introduce caps in my hometown, I would be left without recourse.

This practice is only possible because of the virtual market monopoly Comcast holds in many areas, including my own, and amounts to direct price gouging. Furthermore, Comcast exempts their own video services from the cap, violating the basic principles of net neutrality.

Delivering data is not like delivering a physical good, and tragedy of the commons does not apply here. 300 GB cap is low enough to make sure that a household that watches streaming video can watch about three hours of HD video a day. You want to watch two different shows? How about half that time. You got kids? I guess you can only watch one TV episode a day. This is plainly ridiculous. However, should I get a Comcast digital tuner, data caps suddenly no longer apply, and I can watch HD video streaming over the same cable 24 hours a day 7 days a week. You know, like TV used to work? I mean come on, Comcast treats Netflix and Youtube packets very differently from the way they treat their own services, which last I checked was frowned upon.

In the world according to Comcast, you can only consume content that Comcast sells you at a price they arbitrarily set.

Dear FCC, please, stop this practice, support net neutrality, and don't let 2016 look like 2005. If this continues, Americans will be living in a technological stone age, while the rest of the world enjoys advances in communication, education, entertainment, healthcare, etc, all made possible by the open nature of the Internet.

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**Ticket: # 635919 - Comcast Data Caps**

**Date:** 11/4/2015 9:32:53 PM

**City/State/Zip:** Little Rock, Arkansas 72205

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting a 300GB/month data cap on all accounts in Little Rock, AR ( as well as other areas around the country). While they claim that this will not be an issue for most of their customers, data requirements are only going to increase over time as higher fidelity media becomes more common.

These data caps are not instituted because of any limitations on the network, but rather as an extortion of customers who prefer to use lower-cost media streaming rather than Comcast's own cable TV offerings.

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[Ticket: # 635933 - Data caps](#)

**Date:** 11/4/2015 9:38:18 PM

**City/State/Zip:** Portland, Maine 04102

**Company Complaining About:** Time Warner

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## **Description**

Data caps instituted by ISPs are unethical. These unchecked monopolies need to be stopped. Data caps violate net neutrality by discriminating against services that require high volumes of bandwidth.

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**Ticket: # 635944 - Comcast Data Caps**

**Date:** 11/4/2015 9:43:06 PM

**City/State/Zip:** Farmington, Connecticut 06032

**Company Complaining About:** Comcast

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## **Description**

Comcast, who has a monopoly over the internet service in my area, has been implementing data caps at 300 gbs with a 30-35 dollar fee in order to lift the cap. This goes against net neutrality as it cripples streaming services in order to protect Comcast's revenue. This is ridiculous, not only as a business practice, but Comcast has a monopoly over service in many areas- forcing people to either pay up or face the cap. While this hasn't been implemented in my area yet I'd like to avoid if at all possible. It's not fair and bandwidth is not scarce whatsoever, especially not enough to warrant extra fees.

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**Ticket: # 635959 - Comcast Data Caps**

**Date:** 11/4/2015 9:53:52 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast's insistence on implementing data caps and then offering additional "Unlimited Data" Add-Ons in areas it implements caps should be considered a violation of Net Neutrality rules. Data Caps only impact services not owned or operated by Comcast and are anti-competitive in nature. Additionally, Comcast obviously has the capacity if they are immediately offering add-ons for unlimited data. It's anti-consumer strong handed tactics that should be stopped.

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**Ticket: # 635992 - Comcast Data Caps**

**Date:** 11/4/2015 10:04:34 PM

**City/State/Zip:** Nashua, New Hampshire 03062

**Company Complaining About:** Comcast

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## **Description**

Comcast's expansion of its data capped plans is both egregious and unfair in its nature. We live in a day and age where internet is so pervasive and important that setting up data capped plans for home internet service can only be seen as a way to squeeze more money out of already tightly budgeted consumers. This is not to mention that it can be seen as a direct attack on popular streaming services like Netflix or Hulu which use high amounts of bandwidth. This expansion stands to benefit nobody but a multi billion dollar company that has shown time and again that it does not care about its customers or the rule of law. Please block this from happening as it isn't going to do anything but add to the bottom line of a truly terrible company while simultaneously putting average joes at a disadvantage.

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**Ticket: # 635993 - Comcast Data Caps**

**Date:** 11/4/2015 10:04:45 PM

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

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that comcast will be implementing data caps across the US. This is completely unfair to their customers especially those with no other options for Internet service such as myself. I run a tutoring service out of my home and I use the Internet constantly to supplement my lessons. With their data caps I would easily hit the limit between my tutoring and personal use. I ask, urge, and beg for you to prevent this.

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[Ticket: # 636276 - Data caps](#)

**Date:** 11/5/2015 12:20:09 AM

**City/State/Zip:** Chico, California 95926

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting data caps on select costumers. I Think this needs to be looked into by someone with authority.

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**Ticket: # 636029 - Data Caps by Comcast**

**Date:** 11/4/2015 10:19:58 PM

**City/State/Zip:** Greeley, Colorado 80631

**Company Complaining About:** Comcast

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### **Description**

You all have heard it, I'm sure; but Comcast has got to step down and stop price gouging consumers simply because they have a monopoly on the market. It isn't fair for them to conveniently jack up prices just because some of us are "Cord Cutters" and no longer pay for television services. My Internet is a UTILITY and not just a luxury. I NEED this Internet so my spouse can complete college assignments and so that I can make my living. My job requires me to download tons of PDF's every single day and restrictive data caps are going to make me earn less money. Comcast's attitude of "Find another provider, IF YOU CAN!" needs a real adjustment. This is your job FCC. You're our only help. PLEASE do something.

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**Ticket: # 636048 - Comcast data caps**

**Date:** 11/4/2015 10:27:43 PM

**City/State/Zip:** New Lenox, Illinois 60451

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. \They plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBC Universal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own.

They are abusing their market share in order to further their interest and hinder progress of the internet.

They are treating data as a limited resource and trying to make a point to squeeze more money out of its customers.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service can remove the upcharge, clearly it isn't really necessary to begin with. They are doing this to get as much money as they can. Well educated citizens will know how to deal with this while others will be tricked into paying the fee. The elderly and disabled will be greatly affected by this. Grandparents are increasingly becoming more acquainted with technology in order to spend more time with family. (example skype, facetime, facebook and netflix( and other streaming services) Using these services will defiantly put them over the cap if used regulary (mainly the video streaming sites). Also the disabled used VOIP services to communicate with the assistance of software. Having this cap forces the disabled to use this service less causing a great stress in their lives that isnt needed.

I hope dearly that the FCC tells comcast and all other companies to remove data caps due to its predatory practice and its outright stupidity.

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**Ticket: # 636081 - Comcast Data Cap**

**Date:** 11/4/2015 10:46:05 PM

**City/State/Zip:** Atlanta, Georgia 30338

**Company Complaining About:** Comcast

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## **Description**

Comcast has a data cap in my area as well as a monopoly that prevents me from changing my service to another. This is unethical, un-American, and against the laws as far as I understand them on two fronts. They shouldn't be allowed to have a monopoly in the first place as it is against our capitalist values and contrary to a competitive free market and secondly, to my knowledge, data capping internet service is currently illegal and has been removed elsewhere.

My zip code is 30338.

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**Ticket: # 636085 - Comcast Data Caps**

**Date:** 11/4/2015 10:48:04 PM

**City/State/Zip:** Chattanooga, Tennessee 37421

**Company Complaining About:** Comcast

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## **Description**

I received an email from Comcast stating that they would be implementing on the 1st of December a DATA CAP(I don't care what shady name Comcast wants to call it. It's a fucking data cap) in my area. They are capping data usage at 300GB per month with a fee of \$10 for every 50 GB that I would go over. This is outrageous and disgustingly greedy because you the FCC have allowed this company to create such a massive monopoly that I have to accept this or pretty much be without internet that I need to do my job since I work from home doing tech support via VOIP. To rub salt on the wounds their basically holding my fucking service ransom telling me that I can remove my DATA CAP for an additional \$35 per month. That's like the mob demanding protection money from businesses and homes in the area to protect them from the mob itself. It's time you did something about Comcast holding people hostage. You answer to the people, not to fucking Comcast!!

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[Ticket: # 636089 - Comcast data cap.](#)

**Date:** 11/4/2015 10:49:35 PM

**City/State/Zip:** Rockwood, Tennessee 37854

**Company Complaining About:** Comcast

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## **Description**

The Comcast data cap practice is vile and anti-consumer. It is designed entirely to pad their pockets and prevent usage of streaming video services in order to force customers to pay for their cable service.

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**Ticket: # 636096 - Comcast Data Caps**

**Date:** 11/4/2015 10:51:23 PM

**City/State/Zip:** Norfolk, Massachusetts 02056

**Company Complaining About:** Comcast

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## **Description**

Hello,

Comcast is expanding its data cap to more markets on December 1st. These data caps are absurd as there is no technical reason for it to exist. Data is not something that can be "used up". They are literally introducing a cap to force users to pay more money. Imagine you are on a congested highway, there is no way to call the department of public works and say "here is \$5 let me through" and all of a sudden a magic road appears with no traffic and you can go to your destination with 0 traffic. That is not how the infrastructure with data works. In this analogy Comcast is making up technical reasons for why data caps are in place, but if you give them an extra \$30/month all of a sudden those reasons disappear. Using more data doesn't make the fiber optic cables wear out faster, it doesn't degrade the wires that are already in place. There is no technical reason why using more data would cause Comcast to do anything, the limit is just being imposed for profit and it is unfairly effecting the consumer.

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**Ticket: # 636137 - Comcast Data Caps**

**Date:** 11/4/2015 11:08:49 PM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** Comcast

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## **Description**

Comcast's expanded data caps are anti-competitive and anti-innovation because they punish customers that use internet streaming services. Comcast is afraid that they will be displaced from their highly profitable market niche by competition, so they are abusing their power as an incumbent and virtual monopoly power to chill the uptake of their competitors' services.

The FCC should step in and make it clear that this is unacceptable. Until there is real competition (two or more service providers with comparable speeds and prices) in a given market, Comcast should be treated as a monopoly power in that market and regulated to ensure they act for the benefit of the community as well as their shareholders.

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**Ticket: # 636161 - Comcast Data Caps**

**Date:** 11/4/2015 11:19:00 PM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Comcast

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## **Description**

Comcast has clearly stated intentions to continue expanding their customer rip off plan, aka data caps. I pay for high speed Internet access and have zero real competition in my geographic region. This is clearly a move on the part of Comcast to leverage their near monopoly on regions to push streaming services out of business and move customers to their own services, rather than acting as a neutral content carrier. I absolutely want to see more free competition in the high speed (+100Mbps) space and less bullying of customers on the part of Comcast.

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**Ticket: # 636165 - Internet Caps**

**Date:** 11/4/2015 11:20:17 PM

**City/State/Zip:** Wadsworth, Illinois 60083

**Company Complaining About:** Comcast

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## **Description**

I find it ridiculous that the only cable internet provider in my area (Comcast) is taking advantage of their monopoly by enforcing data caps. 300GBs per month is nowhere enough. For example, the average modern video game has a file size around 1/6th of that. So if I download a single video game for a few hours, I have already managed to seriously dent my data cap. This doesn't include downloading movies, music, and the like. I would like the FCC to try and loosen the restriction of the monopoly ISPs have in the country, as well as to ban data caps. It hurts both the consumer and the economy.

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**Ticket: # 636168 - comcast**

**Date:** 11/4/2015 11:20:59 PM

**City/State/Zip:** Quincy, Illinois 62305

**Company Complaining About:** Comcast

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## **Description**

Comcast's proposed data caps are extremely unnecessary and only hold a purpose to further gouge customers they already hold a monopoly over. Something needs to be done to prevent this act.

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**Ticket: # 636176 - Comcast Data Caps**

**Date:** 11/4/2015 11:22:37 PM

**City/State/Zip:** Shoreview, Minnesota 55126

**Company Complaining About:** Comcast

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### **Description**

Comcast is expanding their data cap coverage. I'm not currently effected by it, but I know it's coming. This is just anti-competitive behavior to try and force people to pay for their overpriced cable television service, as well as getting them to pay extra for the service they're already paying for. Please stop them from doing this.

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[Ticket: # 636181 - Communications monopoly](#)

**Date:** 11/4/2015 11:30:00 PM

**City/State/Zip:** Chicago, Illinois 60411

**Company Complaining About:** Comcast

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## **Description**

Comcast was able to build its cable network with the help of large government subsidies under the idea that it was servicing the public good to do so. Today despite fiber optic technology that would make data caps completely unnecessary, Comcast is choosing to spend its profits not on upgrading its network but on lobbying to make its data caps protected by law. When considering that Comcast is also a primary provider of television and telephone, the FCC should work in the interest of the public good and prohibit data caps. If network capacity is truly the issue, the technology has existed for decades to improve this.

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**Ticket: # 636186 - Comcast Expanding Usage Cap Areas**

**Date:** 11/4/2015 11:31:19 PM

**City/State/Zip:** Madison Heights, Virginia 24572-5007

**Company Complaining About:** Comcast

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## **Description**

As I'm sure you're aware, Comcast will be expanding their data caps to a much larger area on December 1st, 2015. With the trend moving away from broadcast and cable television and to the internet, it's anti-competitive to charge for data caps as it will limit the usage of internet services. Not only are data caps anti-competitive but they have no place in a society that relies on the internet for almost everything. It's essentially limiting access to a necessity.

This kind of thing won't stand with the public. Comcast is making power plays. Are you going to sit back and allow them to push you around as if you're irrelevant? The future will have a free and open internet - anyone who opposes this is on the wrong side of history. What say you?

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**Ticket: # 636191 - Comcast Data Cap**

**Date:** 11/4/2015 11:34:07 PM

**City/State/Zip:** Mccordsville, Indiana 46055

**Company Complaining About:** Comcast

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### **Description**

Comcast implementing a data cap on their bandwidth is unacceptable. Especially since they are attempting to roll out speeds of up to 2Gbps in Indianapolis. You would eat that Datacap up in no time at all. Its completely unaccept and should not be allowed.

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**Ticket: # 636194 - Comcast datacaps**

**Date:** 11/4/2015 11:35:51 PM

**City/State/Zip:** Rancho Cordova, California 95742

**Company Complaining About:** Comcast

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## **Description**

Comcast will continue to implement data caps, particularly in areas where there is little to NO competition. I can only assume based in their recent lobbying activities that this is their effort to punish customers and reap higher profits as more and more users sign up for services like netflix in the face of net neutrality decisions.

The implementation of data caps will very likely harshly impact hearing impaired customers which rely on video and VOIP services.

Further more. here is a huge issue around companies like comcast not only providing ISP services but also being a content provider competing with companies like netflix.

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[Ticket: # 636200 - Comcast Data Caps](#)

**Date:** 11/4/2015 11:43:19 PM

**City/State/Zip:** Bellaire, Texas 77401

**Company Complaining About:** Comcast

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### **Description**

Implementation of 300gb per month data caps will cause me to switch internet providers. Luckily I live in a city that has multiple ISPs, unlike many people, who only have one ISP choice.

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[Ticket: # 636213 - Data caps are exploitative and patently unfair](#)

**Date:** 11/4/2015 11:48:59 PM

**City/State/Zip:** Peachtree City, Georgia 30269

**Company Complaining About:** Comcast

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## **Description**

The use of data caps is an absolutely shameless tactic aimed at squeezing every penny they can from consumers who have little to no choice but to accept it. This policy also hinders internet commerce as I'm far less likely to purchase any type of downloadable content like video games or movies for fear of going over my limit. An arbitrary cap of 300GB in the age of high definition and ultra high def video content is ABSURD. This type of price gouging and abuse of its customers needs to be halted.

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**Ticket: # 636218 - Comcast Data Caps, Throttling, and lack of competition**

**Date:** 11/4/2015 11:51:26 PM

**City/State/Zip:** Murfreesboro, Tennessee 37130

**Company Complaining About:** Comcast

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## **Description**

Three hundred gigabytes is laughable in this day and age. In the days of internet streaming, online gaming, working from home, mobile phones, and more, 300 gigs can be used in a blink of an eye.

Because my job requires a 24/7 on call status to monitor networks and servers I am constantly checking my equipment from home. Sometimes this involves uploading large files to my work network from my home connection. When this happens I can count on my modem, provided by Comcast, to suddenly stop working resulting in a loss of connection. The only result is power cycling the modem. This happens almost every time like clockwork. Comcast's sub-par service legitimately affects my work at times.

The only alternative I have is AT&T which offers the same data caps and inferior speed.

I live in TN, the home of Chattanooga, which offers municipal fiber with speeds that leave Comcast to shame. I find it amusing that Comcast cannot offer a similar service with no data caps.

If I want to have an uninterrupted service I am forced to pay an additional \$35 a month to get speeds of 75 mbps for a total cost of ~\$110 a month. To add insult to injury not once I have been remotely close to the speed advertised by Comcast. I am lucky if my speed tests result in anything greater than 30mbps.

Meanwhile, about an hour and half way from me people are receiving an incredible 1000 mbps for only \$70 with no data caps.

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[Ticket: # 636237 - Comcast XFINITY Datacaps](#)

**Date:** 11/4/2015 11:58:53 PM

**City/State/Zip:** Tucson, Arizona 85750

**Company Complaining About:** Comcast

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## **Description**

I live in Tucson Arizona and Comcast's Xfinity has a 300GB data cap in my area making it so after I use 10GB's more than 300GB's I get charged. These data caps have been set in place to punish those who stream T.V. and Movies. These data caps have been shown to not be needed because of hardware or data constraints but rather Comcast's goal to monopolize the Internet and push for the longevity of cable when the consumers are deciding to cut the cord and switch to stream sites. Please remove these data caps and make the internet free and equal.

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**Ticket: # 636241 - Comcast 300GB cap**

**Date:** 11/4/2015 11:59:44 PM

**City/State/Zip:** Williamstown, New Jersey 08094

**Company Complaining About:** Comcast

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## **Description**

Comcast is taking advantage of customers by slowly employing a data cap in less competitive markets. This move comes at a time when streaming services and 4k video are becoming commonplace. They hope to have this policy in place in all markets in time to capitalize on this shift in internet usage where many customers have few provider options other than Comcast. This practice is gouging customers and taking advantage of Comcast's near monopolistic hold on much of the nation's market.

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**Ticket: # 636243 - Comcast Data Caps**

**Date:** 11/4/2015 11:59:51 PM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Comcast

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### **Description**

Comcast is expanding data caps to it's less competitive regions. Please do not allow this price-gouging behavior to go unchecked. While it has not reached my region yet, this is clearly an attempt by Comcast to curtail competition to its cable entertainment and online content divisions.

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**Ticket: # 636263 - Extortion via Usage Caps**

**Date:** 11/5/2015 12:09:48 AM

**City/State/Zip:** Miami, Florida 33185

**Company Complaining About:** Comcast

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## **Description**

I like many in my area and other areas where Comcast has no competition were recently notified of a Data Cap on our service. <https://customer.xfinity.com/help-and-support/internet/common-questions-datapolicy> . They Justify it by stating that it is a better option than their static caps and to better provide service for their customers. I do not see how limiting the total amount of internet I use, will help to provide better service to others. I do not believe the internet is a finite resource that we must "conserve" and "ration" . Their business model points to exploiting the increased usage people like myself who are disconnecting from the internet are producing. These limits hinder the economic growth because now I must decide on whether Netflix or VoIP and other services will utilize my internet quota. Comcast has "gratefully" allowed me to pay \$30 extra a month to get the unlimited data, or until they decide to move the cap down again and add another tier. Seems to be moving in the wrong direction if you ask me. Didn't cellphone plans in the 90s give more and more minutes until we reached Unlimited today. How is Unlimited mean upto 300? Please investigate into why Comcast does not "improve the experience" for areas where they have High Bandwidth competitors ? As a country we count on government agencies like yourself to fight the battles for us, who by ourselves are too powerless to fight.

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**Ticket: # 636270 - Comcast Internet Caps**

**Date:** 11/5/2015 12:11:41 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19104

**Company Complaining About:** Comcast

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## **Description**

I would like to file a formal complaint about Comcast implementing data caps on its internet access. From what I understand they also have an option to pay extra money to have unlimited internet access. I personally think this is ridiculous. They already charge enough money for absolutely mediocre service and it is not a myth that their customer service is literally the worst in the entire country. Please do not let this happen under any circumstances. It would severely impact my life as a Computer Engineering Student as I rely heavily on having large amounts of bandwidth to transfer large files to collaborating partners. Not only that but I back up my computer to a cloud service and that would chew through my data cap so fast I would barely be a week and a half into the month before I would get hit with extra charges.

Thanks,

**(b) (6)**

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[Ticket: # 636280 - Comcast data cap](#)

**Date:** 11/5/2015 12:21:29 AM

**City/State/Zip:** Marysville, Washington 98270

**Company Complaining About:** Comcast

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## **Description**

I have to use my Internet everyday as I work from my home. I want to express that I am angry at the recent data cap that Comcast is putting on customers in certain areas. I am not affected at the moment but when comcast does enforce this new data cap, I will not be able to work at home, nor will my wife be able to Skype with family members out of state. I hope you take into consideration of how much Internet access is a daily need for many citizens just like water and electricity. Comcast is price gouging customers and I don't think the U.S. govt can just idly stand by when net neutrality is here to stay. Please help those who are in need. Please enforce net neutrality

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[Ticket: # 636288 - Comcast incorporating data-caps](#)

**Date:** 11/5/2015 12:24:08 AM

**City/State/Zip:** East Liverpool, Ohio 43920

**Company Complaining About:** Comcast

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## **Description**

I live in East Liverpool, Ohio and rely on my internet connection for many things. I recently found out that Comcast is starting to roll out data caps on preexisting home networks around the country. As someone from a very poor area, I do not appreciate blatant price gouging. Comcast is the only option in my area which can provide the speed which I require to do daily tasks, so there is no where else to take my business.

Please do not allow Comcast to start adding data-caps to my area.

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[Ticket: # 636294 - Comcast internet and data caps](#)

**Date:** 11/5/2015 12:27:07 AM

**City/State/Zip:** Los Angeles, California 90012

**Company Complaining About:** Comcast

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## **Description**

Comcast is expanding data caps to customers which seems to go against the use of the internet as a utility. This sets a dangerous precedent, especially for people who use internet for phone usage; which may include phoning emergency services, pharmacies et al. This is something that should be covered under Title II of the Americans With Disabilities act. While I am not a current Comcast customer I am an avid internet user and if my present company were to add data caps to my service I would be forced to cancel mine altogether, which as a utility would be maiming my current and future household.

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[Ticket: # 636317 - Comcast data caps](#)

**Date:** 11/5/2015 12:40:05 AM

**City/State/Zip:** Mt Pleasant, South Carolina 29466

**Company Complaining About:** Comcast

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## **Description**

Comcast has put into place severe data caps. It's unacceptable. Their monopoly on our area means there's no other provider we can go to.

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[Ticket: # 636324 - Comcast data cap](#)

**Date:** 11/5/2015 12:45:32 AM

**City/State/Zip:** Lake Worth, Florida 33463

**Company Complaining About:** Comcast

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## **Description**

Hi,

We are very limited with internet options and my hoa is with Comcast for TV services and I signed up for internet with them. Comcast is restricting innovation and open internet by using cap which force us to sign up for the video. It's not correct fit a country like the US to put data cap on wired internet to 300GB and there is no way to discontinue service or so took ever of month if you go over the limit, instead it charges for more data. If you are 2 in the household, you can reach it within days. Please don't allow Comcast to add this fee and limit or it cap. Thanks

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[Ticket: # 636354 - Comcast Data Cap](#)

**Date:** 11/5/2015 1:07:38 AM

**City/State/Zip:** Hollywood, Florida 33024

**Company Complaining About:** Comcast

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## **Description**

Comcast is setting up data caps in the South Florida area and charging customers for overages. According to them there has always been a limit but it was never enforced. Now they want more money in order to give the same service as previously had. This is simply a way to increase revenue in markets where they are a monopoly.

The internet should not be limited as the infrastructure is already set up and the service provider is placing arbitrary limits.

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**Ticket: # 636340 - Comcast Data Cap**

**Date:** 11/5/2015 1:00:48 AM

**City/State/Zip:** Marlton, New Jersey 08053

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that is adding data caps to more areas. While our area is not currently affected our account shows an "unenforced data cap" of 250gb (see attachment).

We don't cable TV subscription and use Netflix/Amazon Prime for TV now. The data cap would prohibit us from using these streaming services that are competitors of Comcast Cable, this is a serious conflict of interest. Comcast's use of data caps to limit access to services of their competitors is a clear violation of net neutrality and the open internet. We have no other choice for broadband internet, please do something about this.

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**Ticket: # 636351 - Data capping**

**Date:** 11/5/2015 1:05:58 AM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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### **Description**

I am upset to hear the news that Comcast will be bringing a data cap into our service area. I recently signed up for Comcast with the goal of unlimited internet, essentially its rate hike or accept a data cap. With forward progress made with such internet services, these data caps is what brings us backwards under corporate greed. I feel it is unfair that we as tax payers are paying for the network and utilities only to get shafted by the companies attempting to take away any progress forward. I hope it can be solved.

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[Ticket: # 636363 - Comcast expanding data caps is disingenuous](#)

**Date:** 11/5/2015 1:11:40 AM

**City/State/Zip:** Oakland, California 94606

**Company Complaining About:** Comcast

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## **Description**

Comcast is expanding its 300gb data caps to a number of markets - this move is transparently anti-competitive and seeks to limit video streaming, completely disregarding net neutrality protocols set forth by the FCC.

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**Ticket: # 636378 - Comcast data restrictions**

**Date:** 11/5/2015 1:23:52 AM

**City/State/Zip:** San Leandro, California 94577

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps in certain areas, and looking to expand. With no other choice but comcast in many of these areas, this is impeding on the open internet policies. People cannot realistically run any form of video streaming service, and video ads will take up a considerable amount of the bandwidth. A lack of video ads will reduce overall revenue streams as well.

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[Ticket: # 636382 - Comcast data cap](#)

**Date:** 11/5/2015 1:25:16 AM

**City/State/Zip:** Little Rock, Arkansas 72227

**Company Complaining About:** Comcast

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## **Description**

Comcast recently informed me that i would be subject to a 300GB monthly data limit.

The cap seems to be arbitrary and probably intended to create a competitive disadvantage for streaming media companies such as Netflix.

I pay for a 50Mb/s connection, at the rated line speed i would have used my entire data allowance in 48 hours.

Put another way, run my connection 24/7 and not hit the data cap I would only be able to utilize 0.9 Mb/s

This move is anti consumer, anti competition and anti progress. Please step in and protect the consumers from this.

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**Ticket: # 636392 - Comcast's Price Gouging**

**Date:** 11/5/2015 1:31:53 AM

**City/State/Zip:** Hialeah, Florida 33018

**Company Complaining About:** Comcast

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## **Description**

I don't want to waste any of your valuable time, so I will try to make this short. Comcast is attempting a shakedown, using it's chokehold it has on the ISP market to coerce its customers into paying more money. Limiting internet usage in the form of Data Caps is a transparent attempt to combat the amount of people "cutting the cord" and with the amount of streaming services, paints an alarming future for our nation.

Please do whatever is possible to prevent Comcast from their blatant attempt to limit internet usage. The Internet is a resource that should be available for everyone at a low, accessible price.

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**Ticket: # 636418 - Comcast Data Caps**

**Date:** 11/5/2015 1:46:39 AM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

In yet another unbelievable anti-competitive move Comcast is moving forward with its plan to roll out data caps nation wide. At the same time in markets where competitors are finally arriving (Google Fiber) they are rolling out 2 Gbps symmetric service all without any infrastructure change. That's a very clear indicator that backhaul is not the reason for their data caps. Adding further to proof they are now pricing in an unlimited data tier for an extra \$35 on top of their normal and outrageous packaged services. This cap only services to net more money in their pocket and in no way is fair to the consumer. Because the FCC and legislators have failed to stand against this sort of anti-competitive behavior consumers are left with no choice to but pay for these services. You need to stop this now, its already out of hand.

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[Ticket: # 636435 - Comcast data cap](#)

**Date:** 11/5/2015 2:19:44 AM

**City/State/Zip:** North Miami, Florida 33181

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted a data cap in my area, effectively forcing me to spend an additional \$30 per month to obtain "unlimited data." when i originally contacted them about using their services, they assured me that there were no data limits on their plans. now there is one. i never agreed to that when i signed a contract. i think this is an unfair practice.

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**Ticket: # 636511 - Comcast Data Cap**

**Date:** 11/5/2015 6:23:25 AM

**City/State/Zip:** Renton, Washington 98058

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to set data caps in certain parts of the country, which is against having an open internet.

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**Ticket: # 636488 - Comcast's Increasing Implementation of Data Caps**

**Date:** 11/5/2015 4:18:30 AM

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

**Company Complaining About:** Comcast

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**Description**

Dear FCC:

It was with great dismay that I read of Comcast expanding its data caps on broadband internet to new territories this evening. I am not a Comcast customer, since I thankfully live in Denver, CO where I have other options for broadband service (literally one, but I am thankful to have that option). Nonetheless, I feel that these additional bandwidth caps are not in the public service.

Comcast uses discussion about and common practices for wireless services as justification to cap and charge extra for a fixed wireline service. The caps on wireless services are done partly out of genuine concern for capacity issues, while the sole reason that Comcast wants to implement the caps and extra fees is pure greed.

Furthermore, this cap effectively makes IPTV services like Sling TV, PS Vue, and Apple's upcoming service non-viable. Obviously this gives Comcast's Cable TV service an unfair market advantage. For Comcast's supposedly unlimited internet service, an additional fee is now required in these areas, essentially penalizing "cord-cutting" customers who wish to stream TV programming.

Clearly I am not the only one concerned by this trend, but I urge you to act to prevent such anti-consumer measures from retarding digital progress in this country.

Sincerely,

(b) (6)

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[Ticket: # 636490 - Comcast is bringing data caps](#)

**Date:** 11/5/2015 4:20:32 AM

**City/State/Zip:** Churchville, Pennsylvania 18966

**Company Complaining About:** Comcast

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## **Description**

Comcast is introducing data caps to the broadband market. This goes against my interest and is unheard of. It would interfere with my usage of the internet unfairly. I already pay for a remarkably low internet speed, now they want to put a limit on how much data I get at that speed.

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[Ticket: # 636512 - Data Caps](#)

**Date:** 11/5/2015 6:23:54 AM

**City/State/Zip:** Clarkston, Michigan 48346-4476

**Company Complaining About:** Comcast

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## **Description**

The implementation of data caps by Comcast, is a blatant attempt to increase revenues, by claiming that they are doing it to be fair to their customers that do not exceed these caps. This is clearly unfair, as many subscribers have no alternative services in their area.

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**Ticket: # 636531 - Comcast Data Caps**

**Date:** 11/5/2015 7:57:07 AM

**City/State/Zip:** Redwood City, California 94065

**Company Complaining About:** Comcast

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**Description**

Comcast has begun rolling out data caps for Internet users in certain geographic areas, and is currently expanding said areas. As such, I'm quite concerned about the very real possibility that they expand this out nationally in the relatively near future.

Comcast has a defacto monopoly in my zipcode (94065) due to the fact that it's the only service offering high-bandwidth plans (second best is AT&T that tops out at a measly 18mbps, which is not exactly what most people would consider "broadband") which leaves me with no option but to subscribe to their services.

At the 150mbps rate that I'm subscribed to; I could, in theory, take only 4 hours, 26 minutes, and 30 seconds [1] of service usage to reach the 300 GB monthly cap.

Additionally, I'm greatly concerned about how this will affect the evolution of internet technologies as users will have to limit their usage artificially to fit withing the very constrained 300 GB cap.

Overall, this is a very harsh, limiting, and unfair restriction; and I propose that caps be outlawed or, at the very least, limited to at least 20% usage per month at the subscribed data-rate (which for 150mbps is 9855GB [2]).

(b) (6)

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**Ticket: # 636563 - Comcast Data Caps**

**Date:** 11/5/2015 8:45:29 AM

**City/State/Zip:** Aurora, Illinois 60505

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps need to be dealt with. How is it not entirely illegal for them to impose these data caps and have the gall to ask for MORE money to remove them? They don't care because they know people CAN'T leave them. For people who are deaf or hard of hearing and rely on video relay services, these caps are literally stopping them from being able to live normal lives. This must be dealt with.

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**Ticket: # 636578 - Data caps**

**Date:** 11/5/2015 9:00:54 AM

**City/State/Zip:** Miramar, Florida 33023

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam, I have internet only service from Comcast in the Miami area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Comcast argues that this will benefit customers by spreading fairness, but all plans regardless of speed have this 300GB cap. There is no price deductions or discounts for not using 300GB and this is just used as a cash grab for cable cord cutters.

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[Ticket: # 636648 - Internet cap](#)

**Date:** 11/5/2015 9:47:21 AM

**City/State/Zip:** Orland Park, Illinois 60462

**Company Complaining About:** Comcast

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## **Description**

I just signed up for comcast and read about their data caps. This is an unfair practice. It's purely to try to get more money from their customers. I can barely afford to pay for my basic speeds, but now I have to pay more for unlimited. They are a monopoly, they are imposing restrictions on customers and we can't do anything about it.

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**Ticket: # 636649 - Comcast Broadband Usage Caps**

**Date:** 11/5/2015 9:48:08 AM

**City/State/Zip:** Parsonsburg, Maryland 21849

**Company Complaining About:** Comcast

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**Description**

Comcast itself has admitted that usage caps aren't about congestion, more recently trying to claim that the higher bills all customers will ultimately face as a result of Comcast beginning to charge a cell-phone like premium for an arbitrary "cap" is an issue of "fairness."

Comcast is implementing these Broadband caps to shore up their losses on the cableTV side of their business. They are basically taking away the capability to completely cut the cable cord and rely entirely on internet-based TV entertainment like Netflix & Amazon.

It's long past time for lawmakers and public interest regulators to get answers about Comcast's justification for its data caps, and the impact these caps have on the affordability and openness of high-speed networks.

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**Ticket: # 636696 - Comcast Data Caps**

**Date:** 11/5/2015 10:07:17 AM

**City/State/Zip:** Blue Bell, Pennsylvania 19090

**Company Complaining About:** Comcast

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## **Description**

I am writing because I have been notified that Comcast is implementing data cap restrictions and huge fines for overages for simply using the internet. As a college graduate struggling to get by on my own, this change is basically taking the internet and my ability to communicate from me. Comcast has a monopoly on internet access in my area and I have no other options. This is clearly price gouging and will make it impossible for me to continue to have access to a basic utility like the internet. Please stop this monopoly from gouging its customers who have no other option. I signed up for a monthly fee internet, which they have raised every 6 months, and now they plan to double or triple my bill monthly if I use the internet. This is a bait and switch tactic being used because there is no other option for me other than to cancel my internet. Please make the internet affordable and available to everyone.

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**Ticket: # 636783 - Data Caps by Comcast**

**Date:** 11/5/2015 10:47:50 AM

**City/State/Zip:** Tigard, Oregon 97223

**Company Complaining About:** Comcast

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## **Description**

Why? It's 2015 and individuals whom you are expected to protect the rights of cannot compete with the rest of the digital world with exceedingly limited and greedy data caps. Help America exceed expectations again, not simply meet them.

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**Ticket: # 636792 - Comcast data caps**

**Date:** 11/5/2015 10:50:06 AM

**City/State/Zip:** Walpole, New Hampshire 03608

**Company Complaining About:** Comcast

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## **Description**

In the last week, I switched from Fairpoint DSL to Comcast Xfinity cable as my ISP, ostensibly to get better speeds for myself and my family (including my two pre-teen children). I just read about Comcast's plans to increase their use of data caps in rural areas (or to "pay more" to remove such caps) and find such practices somewhat extortionist ("you enjoy our service, so how much would you pay to continue using it?"). I gather their stated reasons for increasing their use of caps is to battle congestion, even though there is no concrete proof that such caps have any effect on network congestion. I urge you to attempt to intervene in the name of Comcast's customers to ensure that data caps are not allowed to continue to impede a free internet.

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**Ticket: # 636843 - Anti-competitive Comcast Data Caps**

**Date:** 11/5/2015 11:12:34 AM

**City/State/Zip:** West Bloomfield, Michigan 48324

**Company Complaining About:** Comcast

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**Description**

While not currently in a market affected by Comcast's Data Cap Trials, I've been reading with increasing alarm over the last several years of Comcast's anti-competitive and anti-consumer practices. I am outraged and am compelled to speak up.

In most cases Comcast appears to be a company that stopped innovating years ago, and instead embraces it's market position to bully the competition and it's customers. The number of examples and experiences supporting this statement are overwhelming. Here's just a few to consider.

Whether it's suing local government to reduce competition -

(b) (6)

Or harassing customers - (b) (6)

Comcast is clearly a corporation that is out of control and harming our nation in meaningful ways in the most important areas of innovation and competition.

There are innovative, alternate options that have sprung up in competition to Comcast's Cable Television offering. Netflix, Amazon Prime, HBO Now, Showtime Anytime, Youtube and many, many others. These alternative, data-based television services that require broadband, are increasingly being used by consumers. However, Comcast has placed data caps on broadband internet service in many markets, stifling the ability of consumers to use the alternative services and forcing consumers to either come back to Comcast for television services or face a heavy monetary penalty for going "over the data cap". Comcast has chosen to not innovate with their own television service, but rather to make it as difficult as possible to use anyone else's.

Comcast campaigns for people to upgrade their broadband internet speeds while at the same time enforcing an unrealistic data cap in a money grabbing effort. If a consumer uses the advertised speeds for doing things like streaming video from a Comcast competitor, or backing data up to a cloud storage systems hosted with a Comcast competitor, or stream music from a Comcast competitor, or playing online games from a Comcast competitor, or sharing project files with fellow workers, the data cap is hit within a few days. Comcast is ensuring that using the competition will be as costly as possible, because in many markets Comcast has no competition as the internet service provider.

Comcast is taking advantage of a lack of internet broadband service competition to price gouge a captive audience, unfairly disadvantage the competition and harass customers who voice concerns. Why is this being allowed to happen? Where does this end?

The future of this country is in it's ability to innovate and compete, please stop Comcast from actively undermining that future.

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[Ticket: # 636885 - Comcast data cap](#)

**Date:** 11/5/2015 11:25:26 AM

**City/State/Zip:** South Williamsport, Pennsylvania 17702

**Company Complaining About:** Comcast

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## **Description**

I wish to remain on an uncapped data system from Comcast. The suggested 300GB data cap from my ISP is not acceptable. As mentioned by others, HD streaming of video content will easily take you over the cap; not to mention video game downloads that are now in the realm of 50GB per game.

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[Ticket: # 636866 - comcast data caps](#)

**Date:** 11/5/2015 11:20:05 AM

**City/State/Zip:** Hopkins, Minnesota 55343

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be allowed to enforce data caps. it is solely for them to squeeze more money out of the american people. we need the FCC to reign in on these rogue corporations.

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**Ticket: # 637017 - Comcast Data Caps**

**Date:** 11/5/2015 12:01:50 PM

**City/State/Zip:** Fort Lauderdale, Florida 33312

**Company Complaining About:** Comcast

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**Description**

I just read that Comcast is implementing small data caps in our area (300GB per month). At 75Mbps, I can use up this entire cap in approximately 8.88 hours (or within \*1.23%\* of the time the cap is in play). That is \*ridiculous\*. It is also unclear if this number includes only downloaded data or uploaded data as well.

Additionally, I have received NO notifications of this (other than an instant message from a friend linking this page buried on Comcast's website (b) (6)). This bait and switch is also contrary to the service I have signed up for. Since Comcast holds a geographic, government granted monopoly, it is contrary to the spirit of the open Internet.

There are two angles to this:

- Generate a revenue stream out of thin air as they offer a fee to remove the cap. Their network appears to have the capacity already (though they have artificially limited it in the past for political reasons).
- Anti-competitive actions against streaming video services which offer FAR superior service to Comcast's.

Please investigate this as it limits my ability to use other Internet services I have paid for and affects my ability to work from home. This type of activity on an ISP's part strangles commerce.

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**Ticket: # 637042 - Comcast Data Caps**

**Date:** 11/5/2015 12:09:26 PM

**City/State/Zip:** Rockford, Illinois 61114

**Company Complaining About:** Comcast

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### **Description**

I believe that Comcast data caps are an unfair and unnecessary business practice and that there is no technical reason for their existence. My only option for Broadband internet is Comcast and this effectively lets them hold me hostage for an additional \$35 per month.

Comcast's poor business behavior must end.

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**Ticket: # 637137 - Data Caps**

**Date:** 11/5/2015 12:35:50 PM

**City/State/Zip:** Highland, Indiana 46322

**Company Complaining About:** Comcast

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## **Description**

I have been a customer with Comcast for years and the newly implimented data caps are already starting to cause problems. I can no longer freely use the internet to work and keep in touch with family. With every large ISP adding in data caps, there is no alternatives available. With the recent pass of net neutrality laws, I feel that this move is trying to circumvent this and still create internet 'fastlanes'. Please take a serous look at this issue.

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[Ticket: # 637184 - Comcast's continued roll out of data caps](#)

**Date:** 11/5/2015 12:46:34 PM

**City/State/Zip:** Sinking Spring, Pennsylvania 19608

**Company Complaining About:** Comcast

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### **Description**

I disagree with and believe the data caps that Comcast is rolling out across the nation are unfair. They create a hostile competitive environment for all online business and activities. I oppose them and would like the practice to be ended.

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**Ticket: # 637217 - Comcast Data Cap**

**Date:** 11/5/2015 12:55:55 PM

**City/State/Zip:** Chilhowie, Virginia 24319

**Company Complaining About:** Comcast

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**Description**

I recently received an email notification from Xfinity/Comcast stating that my area would be part of 300gb data cap trial. I tried to view my usage via the usage meter and after a few hours it finally loaded and last month my usage was 449gb. I assume from streaming video (Amazon Prime, Netflix, Xfinity ON Demand provided by Xfinity/Comcast). Xfinity/Comcast does not have the tools to exactly tell me where my data usage is stemming from and therefore as a consumer it would be hard to manage my usage within their data caps.

I decided I would call Xfinity/Comcast about the data cap because listed in their FAQs it was referred to as a trial (b) (6). I was transferred multiple times to multiple departments and each rep advised me it was not a trial when I tried to opt out and advised me for \$35 a month I could have unlimited data. The cap is only ran in a region of VA and feels this violates "The Virginia Antitrust Act" in which in states: Discriminatory practices, such as different pricing for the same product or favoring one purchaser over another by artificially inflating or fixing prices. Southwest Virginia is also economically the poorest region of Virginia according 2010 census and feel its being singled out by Xfinity/Comcast.

Also when reviewing where the data cap was occurring the closest area listed (b) (6) was Galax, VA. I currently live about 72 miles (1 hour and 20 minute drive) from Galax and there is actually Comcast offices in Marion, VA and Abigndon VA. I am unsure how I fall in the region of Galax, VA.

I understand capping is used to manage the network and prevent congestion. I currently live in Chilhowie, VA a population of 1,755 people a very rural town proud of its one stop light! I find it hard to believe that this town or area (Southwest Virginia) is experiencing congestion and would need to be put on a data cap. I also find it unfair that currently Xfinity/Comcast is the only cable provider in my area and therefore having a monopoly. This is causing consumers to pay an extra \$35 a month on an uncongested network with no other options for internet/cable.

I also feel i am being punished for using services Xfinity provides (Xfinity on Demand) and advertise as a free bonus feature. I also feel they are forcing consumers to opt out of streaming services or limit their streaming services provided by Netflix, Amazon and Hulu.

I currently also have a Tivo which allows me to stream multiple service on my tv (Vudu,Podcasts, Youtube) and feel Xfinity/Comcast are forcing me to manage and limit the equipment I purchased on my own and pay a monthly fee to Tivo to use their services.

Concerned Consumer,

(b) (6)

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**Ticket: # 637234 - Comcast data caps**

**Date:** 11/5/2015 1:00:18 PM

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

**Company Complaining About:** Comcast

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## **Description**

We pay for 100Mb/s Download and comcast is starting to roll out 300MB data caps across the United States. This Calculates to roughly 1Mb/s constantly for a month this is not what i pay for. Comcast runs a monopoly in my area as centurylink is the only alternative and it only offers DSL. Ting is pushing out service but it is not available at my location yet. If comcast is going to push out data caps this will hinder many people into a situation where online services are no longer enticing and are forced to use service like cable which i have already moved away from as it is an old and antiquated system. I think the FCC needs to look into comcast business decisions and push for regulations that do not hinder advancement in technology. I will cancel my service and go to centurylink if comcast imposes datacaps.

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[Ticket: # 637384 - Data caps](#)

**Date:** 11/5/2015 1:48:01 PM

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

**Company Complaining About:** Comcast

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### **Description**

Under threat of data caps from Comcast. Not sure, why they should be able to charge for both the lines and what goes through the lines when they are nothing more than the middle men.

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**Ticket: # 637403 - Comcast 300GB data caps**

**Date:** 11/5/2015 1:50:18 PM

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

**Company Complaining About:** Google Fiber

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## **Description**

I am writing to log a complaint against Comcast using 300GB data caps. I don't use Comcast, but Google Fiber, but I still see that Comcast is using this (along with their \$30-35 "cap removal") fee, to make up for lost revenue from people ceasing their TV service in favor of streaming online.

They are using their Internet monopoly in an anti-competitive way, and they are trying to get the caps in place before 4K streaming really takes off. Their limit of 300GB will be far, far too little within the next year or two, and they know this.

The Internet is not a limited resource. Certainly their infrastructure is limited, but they should have been upgrading their infrastructure over time.

This is the very thing that the FCC should be stepping in to prevent - abuse of monopolistic powers.

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**Ticket: # 637447 - Comcasts Data Caps**

**Date:** 11/5/2015 1:58:55 PM

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

**Company Complaining About:** Comcast

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## **Description**

The data caps are completely unconstitutional.

The Comcast lobbying is destroying the consumer welfare. Specifically targeting bills that would benefit the consumers but hurt they market share which would cause the to lose the monopoly power they hold over many customers. See (b) (6)



Comcast is abusing customers because they know they have little to no alternatives with ISP's. People will have no choice but pay the unjustifiable data caps. (Monopoly anyone??)

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**Ticket: # 637499 - Comcast beginning to impose bandwidth caps**

**Date:** 11/5/2015 2:06:54 PM

**City/State/Zip:** Ansonia, Connecticut 06401

**Company Complaining About:** Comcast

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## **Description**

There are numerous reports coming out that Comcast has begun re-implementing its monthly data caps in some areas of the country. (b) (6)

[REDACTED]

There are fundamental flaws with these caps being implemented.

1. The data usage cap implemented by Comcast in 2011 was 250GB. That was more than 4 years ago when videos, pictures, games, etc were smaller in size and broadband was still growing. And even then, 250GB was meager for some users.
2. Video games and streaming video via services like Netflix, Hulu, and even Comcast have become ubiquitous and more of the norm. Way moreso than in 2011. This means that people are naturally and unwittingly using more and more data more than ever. To try and impose a 300GB cap today is absurd and out of touch.
3. Comcast takes advantage of being the only game in town. Their customer service is terrible. I can't tell you how many times Comcast has blatantly made costly mistakes with my account and service with affected my family and our lives.

We the people, look to the FCC to help the voice of the consumers find a bit more fairness in an industry where Comcast has monopolies where it is allowed to operate. I have been paying handsomely for Comcast internet service for well over 6 years because it is the only service in my area that offers very high speeds. Never once, was I under the impression that I would ever again be affected by data caps.

I consider myself an average user and I consistently use anywhere from 260GB to 320GB solidly per month and this number always goes up as time goes by. 350GB is about the size of 6 large PC and Xbox video games. On average a game is 40GB - 50GB. One person in a family could easily buy and download 6 video games of that size in a month. People do not buy discs anymore. Let's also not forget that 4K streaming video is on the horizon. 4K video streams are around 4 times as large as the 1080p streams.

I ask the FCC for help on this frightening issue. Data caps are not to the benefit of consumers especially consumers who have been paying Comcast for the same service with no caps. Data caps should not be allowed. Are there caps on electricity? If for some reason, the FCC has no power to stop this, guidelines should be set for any data caps in place like: Data caps need to go higher as data gets bigger. This happens annually. Consumers should not be paying the same price for a plan that is capped that previously wasn't. If my internet costs \$100, then that should be the price of uncapped internet. Capped internet should start at \$35 less than that based on Comcast already offering an "uncap fee", which is also ridiculous.



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**Ticket: # 637569 - Comcast's Monopoly**

**Date:** 11/5/2015 2:23:09 PM

**City/State/Zip:** Marysville, Washington 98258

**Company Complaining About:** Comcast

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## **Description**

They are taking advantage of customers, revoking their freedoms as customers, charging for things that do not cost them a penny (data caps?!), and shutting down any chance for competition (except Google fiber, but they aren't expanding quickly). Please take heavily into consideration the satisfaction of the PEOPLE who you "represent" rather than the bribes of horrible companies such as Comcast and similar. Thank you. - a concerned citizen who uses the internet everyday and believes its to be free for EVERYONE.

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[Ticket: # 637600 - Comcast data caps](#)

**Date:** 11/5/2015 2:31:11 PM

**City/State/Zip:** Baltimore, Maryland 21230

**Company Complaining About:** Comcast

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## **Description**

The fact that Comcast is going to start limiting data caps and charging monthly for going over is asinine. Their monopoly is unfair and does not allow for fair competition.

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[Ticket: # 637611 - Comcast data caps](#)

**Date:** 11/5/2015 2:35:01 PM

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

**Company Complaining About:** Comcast

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## **Description**

I just read the news that Comcast will be expanding data caps to four more states. Though Comcast does not service my town, they are the largest internet service provider in the country and I worry that other ISPs, including mine, will follow their example. Data caps harm internet users and only serve to increase the profits of these same ISPs who use the data caps solely to prevent customers from "cutting the cord" and therefore into their margins.

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[Ticket: # 637620 - Comcast's 'Data Usage Plans'](#)

**Date:** 11/5/2015 2:37:11 PM

**City/State/Zip:** Bountiful, Utah 84010

**Company Complaining About:** Comcast

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### **Description**

Data caps on home internet are complete garbage. Data caps DO NOT help customers, they just line the pockets of big ISPs. This shouldn't be allowed. The internet drives our planet - it shouldn't be limited.

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**Ticket: # 637656 - Stop Unfair Data Caps**

**Date:** 11/5/2015 2:50:36 PM

**City/State/Zip:** Hillsborough, New Jersey 08844

**Company Complaining About:** Comcast

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## **Description**

Comcast is now implementing 300GB data caps in more cities. What a joke. I bought the game Halo Master Chief the other day and that was a 70GB download. 1 game uses more than 25% of Comcast's allotted cap. Oh wait, they are now offering an unlimited plan for an extra \$35/month. How convenient. So, it is now \$100/month to have somewhat ok internet (50 mbps). Of course the only other internet option here is DSL, but I am too far away from the Central Office for that. In locations where competition exists, prices are much lower. \$70 for unlimited 1tbps speeds. Absolutely ridiculous. Do everyone a favor and force Comcast and their kin to lease their lines so that there can be some type of competition.

COMCAST SUCKS

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**Ticket: # 637668 - Comcast Data Cap**

**Date:** 11/5/2015 2:54:21 PM

**City/State/Zip:** Lumber Bridge, North Carolina 28357

**Company Complaining About:** Time Warner

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**Description**

I'm worried that TWC will start implementing data caps. Our family decided to switch from a subscription based model for TV and instead use several streaming services.

I've heard about a Comcast deal to buy TWC so I'm sure these plans to eventually have all of their customer base under their new cap will happen.

I feel that this move is anti-competitive and is a move to remove other offerings of web-based providers for content.

Lastly, my wife sometimes works from home so having data for voip and video conferencing is important.

As for other providers in our area to switch to are only limited to a very slow DSL offering from CenturyLink at roughly the same price.

Thanks in advance!

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**Ticket: # 637718 - Comcast Datacaps**

**Date:** 11/5/2015 3:09:12 PM

**City/State/Zip:** Nashua, New Hampshire 03062

**Company Complaining About:** Comcast

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## **Description**

As you're probably aware, comcast is instituting data caps which they are avoiding calling data caps, but they are nonetheless.

Standard households that use media like netflix, hulu, and other streaming service whether they be for entertainment or necessity (VOIP phone services for the deaf, like my parents) will be limited. However, their xfinity services won't be using any. Isn't this a breach of the net neutrality rules you set in place?

They're charging us more for data that costs them nothing to provide. They're making money hand over fist and are screwing the customer to make even more. This needs to stop. please.

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[Ticket: # 637725 - Comcast Internet Caps and Rates](#)

**Date:** 11/5/2015 3:11:14 PM

**City/State/Zip:** Russellville, Tennessee 37860

**Company Complaining About:** Comcast

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### **Description**

Comcast operates in our area with no competition due to the county franchise agreement. They enjoy monopoly status with no recourse for the consumer. Their extra fees and data caps are about ANTI internet video behavior.

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**Ticket: # 637734 - Comcast Data Caps**

**Date:** 11/5/2015 3:13:06 PM

**City/State/Zip:** Somerset, New Jersey 08873

**Company Complaining About:** Comcast

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## **Description**

Comcast cannot be allowed to blanket issue Data Caps, this is a tax on the internet-heavy, and it's simply a cash grab to get more money. Comcast is already a monopoly in this ever-stagnating market and now they're exerting even more power on us, who have no choice in the matter but to open our wallets and let them take whatever they see fit.

They have not expanded their data caps to my area, but it's only a matter of time. PLEASE do something to stop this greedy corporation.

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**Ticket: # 637785 - Comcast data caps**

**Date:** 11/5/2015 3:25:18 PM

**City/State/Zip:** Charlottesville, Virginia 22903

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 637952 - Comcast Data Caps**

**Date:** 11/5/2015 3:55:20 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast has a monopoly on the market for internet in my area. Therefore now they are limiting the amount of data I can use every month and yes I hit the data cap every month. I believe it is unfair for one company to control all of my data while lobbying to not allow equal competition in my area.

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**Ticket: # 638088 - Comcast**

**Date:** 11/5/2015 4:28:59 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

How can a utility be allowed to charge outrageous amounts for "overage fees". There is 0 reason other than to gauge customers by charging for overage fees, the data cap limit helps in no way alleviate network traffic, it robs Americans of even more money since they are already a monopoly.

Please put a stop to Comcast and their data limits..

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**Ticket: # 638151 - Comcast and Other ISPs should not be allowed to use data caps on land lines.**

**Date:** 11/5/2015 4:47:15 PM

**City/State/Zip:** Mobile, Alabama 36695

**Company Complaining About:** Comcast

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## **Description**

It is absolutely unacceptable for companies like Comcast to enforce or use data caps on land lines. The internet should be treated as a utility, it is as essential to the lives of the average american as power. We use it for business, communication, education, entertainment and millions of other things.

These data caps are a thinly veiled attempt by these companies to take advantage of their customers. Many of us have no choice but to use one ISP and we cannot function in our lives without access to the internet (especially for business and education). It would be one thing if these data caps were well above what anyone might use. Imagine a family with 3 kids. Between netflix and youtube and some games they would easily over run these incredibly low data caps. Its simply unethical and SHOULD BE MADE ILLEGAL!

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**Ticket: # 638190 - Comcast**

**Date:** 11/5/2015 4:54:20 PM

**City/State/Zip:** Euless, Texas 76040

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

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**Ticket: # 638204 - Comcast Data Caps**

**Date:** 11/5/2015 4:57:32 PM

**City/State/Zip:** Palatka, Florida 32177

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

Palatka, FL

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[Ticket: # 638249 - Comcast data caps](#)

**Date:** 11/5/2015 5:08:06 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps and charging users more money to go over the cap. This is a horrible business practice from Comcast taking advantage of its monopoly. Stop Comcast's data cap, this is unacceptable for an open internet. I have no options, there is only Comcast at my location. Its unfair that they can do whatever they want and have no fear of competition.

Thank you.

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**Ticket: # 638271 - Comcast Data caps**

**Date:** 11/5/2015 5:12:20 PM

**City/State/Zip:** Germantown, Tennessee 38138

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. This is especially worrisome now that Comcast has announced that we can pay more money to get our 'unlimited' data back. This just seems to be a way to raise prices with no comparable raise in service.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 638384 - Comcast planning to add paywalls to data access instead of caps**

**Date:** 11/5/2015 5:45:09 PM

**City/State/Zip:** Bothell, Washington 98012

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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[Ticket: # 638407 - Comcast's regional monopoly practices](#)

**Date:** 11/5/2015 5:54:51 PM

**City/State/Zip:** Kent, Washington 98032

**Company Complaining About:** Comcast

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## Description

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 638450 - Comcast Data Caps**

**Date:** 11/5/2015 6:08:55 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 638455 - Comcast Data Caps](#)

**Date:** 11/5/2015 6:10:14 PM

**City/State/Zip:** Pennsburg, Pennsylvania 18073

**Company Complaining About:** Comcast

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## **Description**

Comcast's implementation of data caps will cost people who use streaming services like netflix more money. Comcast should not be allowed to implement these kinds of caps. They are ruining modern internet.

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[Ticket: # 638469 - Comcast internet data usage policy](#)

**Date:** 11/5/2015 6:14:18 PM

**City/State/Zip:** Soquel, California 95073

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of its customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

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**Ticket: # 638482 - Comcast Data Cap and overage charges**

**Date:** 11/5/2015 6:18:45 PM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. Its highly unfortunate that the majority of internet users in this country are left with singular options for items that are a now an essential life resource and these providers are given absolute power to do with this as they please.

Regards,

(b) (6)

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**Ticket: # 638522 - Data Cap**

**Date:** 11/5/2015 6:26:04 PM

**City/State/Zip:** Inver Grove Heights, Minnesota 55077

**Company Complaining About:** Comcast

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## **Description**

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300 GB data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. Futhermore, these data caps are not about congestion, they are merely money grabs to increase profits and revenue. It costs no extra money to deliver a household with 100GB as it does 100 TB. This is plainly and simply a money grab.

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**Ticket: # 638604 - Comcast Xfinity Data Caps - STOP THEM**

**Date:** 11/5/2015 6:42:38 PM

**City/State/Zip:** Lakewood, Colorado 80215

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

You know what they are trying to do. Net Neutrality means nothing if they succeed with this plan.

Regards,

(b) (6)

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**Ticket: # 638623 - Artificial Data Caps**

**Date:** 11/5/2015 6:45:40 PM

**City/State/Zip:** Wauconda, Illinois 60084

**Company Complaining About:** Comcast

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## **Description**

Starting in December of 2016 Comcast will place artificial data caps on everyone's Internet usage and charge customers to remove the cap.

Please do something to stop this. So many of us rely on our home Internet for work and do not have the extra money to pay to remove these data caps on top of the already overly high prices that Comcast charges it's customers in what's pretty much a monopoly of an industry.

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**Ticket: # 638665 - New Data Caps**

**Date:** 11/5/2015 6:53:51 PM

**City/State/Zip:** Littleton, Colorado 80127

**Company Complaining About:** Comcast

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## **Description**

Hello sir/madam,

I know you're getting flooded with these sorts of complaints, but I feel that it's important to point out how concerned I, as a citizen, am. The data caps Comcast is implementing (and now spreading) make no sense, and seem to be designed to punish the same sort of users who campaigned for Net Neutrality.

It's a tired metaphor, but you don't get taxed higher for driving more miles or at a faster speed. Why should we, as users of that "information superhighway", be treated any different? I have a lot of faith in the FCC and it's goals, you guys have done a lot to prove my prejudices about both Tom Wheeler and the FCC (as a government institution) wrong. I know you guys are looking out for a free and open internet, and I can't thank you enough for that.

Data caps are just another attack on the naturality of the internet. You can bet that if roads were privately owned, we'd be charged based on how much we use them and how fast we drive. Just look at toll roads.

Please keep the internet open, free, and the source of innovation and inspiration it has been so far.

Thank you,

(b) (6)

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**Ticket: # 638685 - Stop Comcast and other ISP data caps!**

**Date:** 11/5/2015 7:00:04 PM

**City/State/Zip:** Chicago, Illinois 60660

**Company Complaining About:** Comcast

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## **Description**

Dear Whom It May Concern,

As a government employee, and a concerned citizen, I urge you to step up and oppose any type of data caps by ISP. Lately Comcast is trying to slowly introduce 300 GB data caps in markets they have fully control over in order to increase their prices. This will be crucial in few years as TV and other services migrate fully online, and bills can run into hundreds of dollars.

Further, Comcast has publicly admitted this serves no other purpose than to increase profits. It does not benefit the network, congestion or any other issue.

Please FCC, I urge you to work to keep the internet neutral and information flowing so that we can have a strongly developed economy and culture.

Thank you.

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**Ticket: # 638702 - Comcast Data Limit**

**Date:** 11/5/2015 7:06:05 PM

**City/State/Zip:** Shoreview, Minnesota 55126

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) 

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**Ticket: # 638706 - COMCAST DATA CAPS**

**Date:** 11/5/2015 7:07:34 PM

**City/State/Zip:** Atlanta, Georgia 30314

**Company Complaining About:** Comcast

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### **Description**

COMCAST HAS INTRODUCED DATA CAPS TO HOME WIRELESS INTERNET. THIS IS NOT FAIR HAS WIRELESS COMPANIES HAVE ALREADY INTRODUCED THIS ALONG WITH PUSHING PEOPLE TO USE WIFI MORE. COMCAST INTRODUCING CAPS WITHOUT EVEN LOWERING PRICES MAKES NO SENSE IF JUST A MONTH OR SO AGO I WAS PAYING FOR UNLIMITED SERVICES. CUSTOMERS ARE PAYING FOR A PRODUCT THEY DO NOT GET. ALSO COMCAST SHOULD CLEARLY STATE ON THEIR SITE THEY DO NOT PROVIDE UNLIMITED WEB, AND DATA OVERAGES SHOULD BE CLEARLY PRINTED ON SITE AND EXPLAINED. THIS IS NOT GOT AS THEIR IS NO COMPETITION IN MANY MARKETS SO CUSTOMERS ARE OFTEN FORCED TO USE COMCAST AS THAT IS THE ONLY INTERNET SERVICE OFFERED IN THEIR AREA.

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**Ticket: # 638715 - Comcast monopoly**

**Date:** 11/5/2015 7:09:40 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 638733 - Comcast "Unlimited" Data Cap**

**Date:** 11/5/2015 7:13:24 PM

**City/State/Zip:** Sherman, Texas 75090

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 638744 - Comcast Data Caps**

**Date:** 11/5/2015 7:18:21 PM

**City/State/Zip:** Fremont, California 94538

**Company Complaining About:** Comcast

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## **Description**

Currently my internet is provided to me by Comcast in an unmetered fashion. I am continually reading about how Comcast is testing "Data Caps" in some of it's users in certain markets. On top of this however Comcast is willing to allow you to go through the limit they set by paying extra money per month, currently I'm hearing \$35.00. It bothers me to know that Comcast themselves has admitted that Data Caps serve no technical advantage, as stated here:

(b) (6)

With that said it seems like a logical assumption that they are imposing these data caps to inflate their bottom line.

As a software engineer who works from home I consume a lot of bandwidth, so this will directly affect me and my own bottom line. Further more they data caps they propose is set ridiculously low that anyone with a Hulu, or Netflix subscription would easily blow through. It also seems troubling that I recall them holding Netflix hostage to the point where Netflix had to pay in order to get a cross connect onto the Comcast network.

So now we could find ourselves in a place where Comcast is collecting money from Netflix in order to speed up delivery, they charge me an exorbitant amount for my connection, and want to further charge me for unlimited usage.

It would be one thing if there was genuine competition in the market place and I could replace Comcast with another ISP but there isn't and I'm stuck. At what point is Comcast not allowed to keep raising my rate for what eventually will hopefully be classified as a utility.

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**Ticket: # 638748 - Comcast data caps**

**Date:** 11/5/2015 7:21:36 PM

**City/State/Zip:** Santa Clara, California 95050

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

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**Ticket: # 638757 - Comcast data caps**

**Date:** 11/5/2015 7:23:27 PM

**City/State/Zip:** Richfield, Minnesota 55423

**Company Complaining About:** Comcast

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## **Description**

I would like to share that the implementation of data caps by Comcast is unethical. Comcast admits that there is no technical need for this caps by allowing us to purchase unlimited internet for extra charge. The resin guys the cap is hi generated more revenue. That is why Comcast is only implementing them in regions where it had no competition. In addition 300 GB is very low for someone that relies on internet TV or downloading a single game that range up to 50GB. Please take action to ensure that Comcast either makes this universal policy for all customers out stop it in general

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**Ticket: # 638776 - Comcast Data Caps**

**Date:** 11/5/2015 7:28:56 PM

**City/State/Zip:** Richmond Hill, Georgia 31324

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Moreover it is very clear that they are only doing this in order to stop competition against their television services. With these caps in place, it is impossible to get rid of cable services. Netflix, Hulu, HBO Now/Go, Amazon, and all major network streaming are affected by these caps. Purchasing digital downloads of movie, tvs, and games will lead a person to running out of data even more quickly. Not to mention online video games.

Even leaving out entertainment, this affect people who work from home or use their internet to do homework.

Just my husband and myself struggle to stay within the incredibly small data limit to not be charged. I can't even imagine how a family with children would be able to handle it. The monopoly that comcast holds over the area means that I have no other options for internet providers.

Regards, (b) (6)

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**Ticket: # 638817 - Comcast and their Internet Data Caps**

**Date:** 11/5/2015 7:36:27 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 638826 - Comcast Data Caps**

**Date:** 11/5/2015 7:38:50 PM

**City/State/Zip:** Miami, Florida 33127

**Company Complaining About:** Comcast

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### **Description**

Fcc needs to eliminate all data caps for home internet. The threshold for Comcast data caps is in place for customers who stream all of their music and video content. It is ludicrous that Comcast will allow you to pay extra so that you can use unlimited data. This is unbelievable and as a customer on this market (Miami) I have no other option for reliable internet so I am stuck with this monopoly.

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**Ticket: # 638832 - Comcast Data Caps**

**Date:** 11/5/2015 7:40:20 PM

**City/State/Zip:** Tewksbury, Massachusetts 01876

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. The act of limiting one's access to the internet is in line with limiting one's time being able to listen to a radio or read a book. These caps are arbitrary and do nothing but limit users and line the pockets of big companies that already made too much off of their services. Services they force on customers and offer limited, useless support for problems.

Regards,

(b) (6)

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**Ticket: # 638833 - Comcast Data Caps**

**Date:** 11/5/2015 7:40:27 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15211

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 638847 - Data Caps from Comcast**

**Date:** 11/5/2015 7:43:29 PM

**City/State/Zip:** Gotha, Florida 34734

**Company Complaining About:** Comcast

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**Description**

I would like all internet sold for home usage, thus personal use, to remain at a set price for unlimited consumption. As long as the person isn't doing anything illegal, then cable providers shouldn't be allowed to cap data to something that is impossible in today's economy and person lives.

It is rumored that Comcast will be expanding the area's that their data caps are currently in place. This current cap sets the most data you can use at 300GB a month, with penalties if you go over. This is an absurd plan to make their cable products better off, as everyone is turning to internet sources.

For the love of consumers, family members and aspiring revolutionaries of this country, please stop this.

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**Ticket: # 638887 - Internet Data Caps**

**Date:** 11/5/2015 7:50:53 PM

**City/State/Zip:** Knoxville, Tennessee 37923

**Company Complaining About:** Comcast

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## **Description**

I have received notice that Comcast is rolling out 300GB data caps in my area, Knoxville Tennessee. Comcast is only doing this to further their profits rather than provide the best possible service to its customers. It does not cost any more to allow "unlimited" data. This is like me paying my taxes and using public parks, yet the park charges me when I get there. It should be illegal and needs to be looked at.

The main reason they are doing this is to limit "cable cutters" from only watching Netflix or Hulu. People are leaving this company and they're trying to stop it. Either allow companies like Google to come into these markets, or take care of these shady actions.

**(b) (6)**

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[Ticket: # 638889 - Data caps](#)

**Date:** 11/5/2015 7:51:28 PM

**City/State/Zip:** Fresno, California 93726

**Company Complaining About:** Comcast

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## **Description**

These data caps in the SE US are something that should not be enacted when Comcast offers unlimited data then limit it. Also that you get charged for going over the limit. There isn't even credit back if you go under. If they want to reduce traffic shouldn't they pay people to not go as much. This is not the solution I want but I don't want data caps to begin with.

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**Ticket: # 638918 - Comcast Data Caps**

**Date:** 11/5/2015 7:54:25 PM

**City/State/Zip:** Austin, Texas 78723

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 638897 - Comcast Data Caps**

**Date:** 11/5/2015 7:52:53 PM

**City/State/Zip:** Los Angeles, California 90042

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am contacting you today in order to vehemently protest the new 300 gb Comcast data caps that Comcast has and will be rolling out to their customers. Due to the nature of the business of ISPs in the nation, often there is little recourse for customers if an ISP decides to roll out anti-consumer practices such as data caps. In many places there are no other options because ISPs have agreed to not compete in certain areas forcing customers to remain with one ISP regardless of their satisfaction level.

While I am not a customer of comcast, I believe that the internet is a utility that must be allowed to grow and be access in an unfettered fashion. Comcast and other ISPs like it have proven time and again that they will enact anti-consumer policies if given unregulated access to their markets.

Please do everything in your power to stop this activity before it becomes commonplace. Comcast took taxpayer money to provide fiber to the nation, failed to do so and is now using that very same money to stifle competition and free access to the internet. As we have seen with cell phone data, once one provider institutes such caps others will follow and it will become standard practice. In the age of streaming of all varieties, it is very important that the ISPs understand that they are accountable and they cannot enact policies that serve no purpose other than increase profits. I am not arguing that businesses have no right to profit off their customers; rather, there are certain ways of profitting that are damaging to the entire industry and thus should not be allowed.

Thank you,

A concerned taxpayer, avid internet user and american citizen

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**Ticket: # 638910 - Comcast data cap**

**Date:** 11/5/2015 7:53:53 PM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 638933 - Comcast internet data caps**

**Date:** 11/5/2015 7:55:51 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast has begun to announce the enforcement of a 300Gb data cap on a great part of it's customer base. This is very concerning as many ISPs will begin to follow suit. The monopolies that exist in many areas on an Internet Service Provider (ISP) allow for no competition in the ISP market and prevent consumers from choosing. This monopoly in many areas by Comcast or other ISPs adversely affect the quality of service and the price of service directly and negatively affecting the consumer.

Please help the many voices by not allowing the consumer to suffer at the hand of ISP monopolies that allow service to be limited, the quality of service to degrade, and the price of service to be noncompetitive.

Thank you,

(b) (6)

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[Ticket: # 638934 - Comcast proposed 300gb caps and overage fees](#)

**Date:** 11/5/2015 7:55:51 PM

**City/State/Zip:** Fredericksburg, Virginia 22408

**Company Complaining About:** Comcast

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## Description

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 638942 - Comcast Data Caps**

**Date:** 11/5/2015 7:56:50 PM

**City/State/Zip:** Canton, Illinois 61520

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) and a family of (b) (6)

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**Ticket: # 638945 - Comcast Data Cap**

**Date:** 11/5/2015 7:57:06 PM

**City/State/Zip:** Duluth, Georgia 30097

**Company Complaining About:** Comcast

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## **Description**

I oppose Comcast's 300GB data cap. It is anti-consumer and the result of local monopolies where they are the only viable game in town. The FCC needs to take action and protect consumer interests. Consumers should not need to pay more for data on a service they are already spending to have the privilege to use.

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**Ticket: # 638958 - Comcast**

**Date:** 11/5/2015 8:00:55 PM

**City/State/Zip:** Indianapolis, Indiana 46224

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 638963 - Comcast Data Cap**

**Date:** 11/5/2015 8:01:48 PM

**City/State/Zip:** Atlanta, Georgia 30350

**Company Complaining About:** Comcast

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### **Description**

Dear FCC, I would like for look into Comcast monthly data cap "trial" here in Atlanta, it's seriously impacting the way I use the internet way. I'm not one complain but what Comcast is doing should be illegal. Please help us, please.

Thank you.

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**Ticket: # 638982 - Comcast Data Caps**

**Date:** 11/5/2015 8:04:19 PM

**City/State/Zip:** Deerfield Beach, Florida 33441

**Company Complaining About:** Comcast

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## **Description**

FCC:

I'm sure you're aware of the data caps that Comcast has recently been implementing in various markets in the US. They plan to expand these caps soon, and I'd like to voice my complaint ahead of them doing so.

I live in South Florida, so I've already seen these caps in action. It's obvious that they are a money-grab from a corporation that admits that the reason for the caps are not congestion.

Data caps ruin potential future industries, and will result in an economic downturn as people under these caps - in markets where they have no CHOICE but to use Comcast due to the gentlemen's agreement with Time Warner, especially. These \*millions\* of people will no longer purchase HD movies and games, for instance, as some of these get upwards of 50GB. That's a sixth of their cap in one download. Caps literally hamstring various industries - please investigate and stop this madness!

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**Ticket: # 638988 - Data Caps**

**Date:** 11/5/2015 8:05:05 PM

**City/State/Zip:** North Lauderdale, Florida 33068

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) [REDACTED]

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**Ticket: # 638995 - Comcast data caps**

**Date:** 11/5/2015 8:05:49 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards

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**Ticket: # 638999 - Comcast Data Caps**

**Date:** 11/5/2015 8:06:06 PM

**City/State/Zip:** Citrus Heights, California 95621

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) [REDACTED]

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**Ticket: # 639007 - Comcast data caps**

**Date:** 11/5/2015 8:08:48 PM

**City/State/Zip:** Hardeeville, South Carolina 29927

**Company Complaining About:** Comcast

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## **Description**

FCC,

I am writing to add my voice to an issue that I am sure you are aware of by now. Comcast has recently begun implementing data caps to regular Internet service, and charging if you go over their arbitrary limit. In a home with over a dozen Internet connected devices, this cap would be extremely easy to hit.

The issue is not the amount of data allotted, however. The issue is the idea of data caps for regular Internet service. Internet is essential for daily life. I cannot conduct my business without reliable Internet. I am pleading you to fix the broken system we have now. Internet service needs to be a true utility. Greedy corporations such as Comcast have had their chance at making it work through the private sector, and have failed.

I am literally begging you, please fix this problem.

Thank you,

(b) (6)

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**Ticket: # 639015 - comcast**

**Date:** 11/5/2015 8:10:26 PM

**City/State/Zip:** Maylean, Alabama 35114

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639021 - Comcast' Data Caps**

**Date:** 11/5/2015 8:12:06 PM

**City/State/Zip:** North Reading, Massachusetts 01864

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639025 - Needless Internet Data Caps**

**Date:** 11/5/2015 8:13:31 PM

**City/State/Zip:** Dalton, Ohio 44618

**Company Complaining About:** Armstrong

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**Description**

I live in Dalton, Ohio, and this company did not discuss the fact that there were data caps at all until we received our first bill.

It is frustrating enough to live in an area with no real competition for Armstrong, but to be given a data cap when a portion of my work involves the internet (and at such a low cap - 300 GB is frustratingly low compared to the rest of the world.). Such caps mess with my ability to do work online, and they literally hold back the productivity of the American Workplace. It should be removed.

And there is no option to pay extra to actually receive unlimited. That would not make the situation tenable but it would make it something I could maybe work with. No, as is, we need to watch our Netflix usage, our Steam usage, even our paid internet usage. It is ridiculous and destroys the concept of neutrality from the inside out. Put a stop to this.

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**Ticket: # 639046 - Comcast data caps**

**Date:** 11/5/2015 8:22:45 PM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639061 - Complaint against Comcast**

**Date:** 11/5/2015 8:28:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC Help Center,

Please break up the Comcast internet monopoly, or at the very least increase regulation. How is it possible for a company that is consistently ranked 'most hated company in america' to stay in business, let alone be as financially successful as they are? This latest data cap (oh wait, it's not actually a cap, unless you mean financially...) is just another example of how they are able to arbitrarily raise costs for their customers. In many locations, there is often little to no competition so the users are stuck paying for service they're not happy with. The internet is a critical part of most people's lives and not just a luxury anymore.

Regards,

(b) (6)

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**Ticket: # 639063 - Please keep the evil blood sucking parasites of Comcast on a short leash.**

**Date:** 11/5/2015 8:28:33 PM

**City/State/Zip:** Lexington, Kentucky 40502

**Company Complaining About:** Time Warner

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## **Description**

Dear FCC,

As I'm sure you are aware, TWC, Comcast, and other corporations have recently announced plans to begin enforcing a 300Gb data cap on a great part of their customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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[Ticket: # 639066 - Comcast data caps](#)

**Date:** 11/5/2015 8:29:18 PM

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

**Company Complaining About:** Comcast

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### **Description**

Please, please make data caps illegal!!” I see they are going to roll it out to 8 more city on 12/1 this need to be looked at as they are just trying to get more money as you can pay an extra 35 to keep unlimited data

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**Ticket: # 639072 - Data Caps By Comcast**

**Date:** 11/5/2015 8:30:45 PM

**City/State/Zip:** Indianapolis, Indiana 46227

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) [REDACTED]

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**Ticket: # 639089 - 300 GB Cap on Comcast Service**

**Date:** 11/5/2015 8:34:14 PM

**City/State/Zip:** Augusta, Georgia 30909

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639099 - Comcast Data "Cap"**

**Date:** 11/5/2015 8:36:27 PM

**City/State/Zip:** Baltimore, Maryland 21201

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, {Your Name}

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**Ticket: # 639102 - Comcast**

**Date:** 11/5/2015 8:37:54 PM

**City/State/Zip:** Chicago, Illinois 60616

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639123 - Comcast Data Caps**

**Date:** 11/5/2015 8:42:10 PM

**City/State/Zip:** Roswell, Georgia 30075

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Being an avid user of digital media, the limit imposed by Comcast is slowly tightening my usage of the data I need for both education and entertainment. Lacking alternatives, I'm forced to use Comcast lest I have no internet and no reliable way to access the information I need to succeed in my career and education. It is extremely anti-consumer that I have no option to select a service provider who will value me as a customer.

Regards,

(b) (6)

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[Ticket: # 639124 - Data cap by comcast](#)

**Date:** 11/5/2015 8:43:08 PM

**City/State/Zip:** Fort Lauderdale, Florida 33312

**Company Complaining About:** Comcast

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### **Description**

It seems totally unfair for data caps by Comcast. In Fort Lauderdale, our service is horrible and for that, we are now asked to pay more for our internet.

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**Ticket: # 639132 - Comcast Unfair Data Usage Caps**

**Date:** 11/5/2015 8:44:30 PM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast has recently began enforcing a 300Gb data cap on its South Florida customers (myself included). I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639133 - Comcast data caps**

**Date:** 11/5/2015 8:44:36 PM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to enforce a 300gb data cap on a large portion of its customer base, of which I am an unwilling part of. At the current location of my apartment, I have no option other than Comcast as an internet service provider. Such monopolies on internet service are widespread and not just limited to Comcast, and I see no reason why other companies will not follow suit with these data caps. My roommates and I use the internet every day for work, school, and entertainment, and we will easily hit this monthly cap. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) [REDACTED]

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**Ticket: # 639134 - Leaked Comcast Documents**

**Date:** 11/5/2015 8:45:16 PM

**City/State/Zip:** Richmond, Virginia 23220

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

A concerned citizen (this is not right)

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**Ticket: # 639140 - Comcast Data Caps**

**Date:** 11/5/2015 8:46:32 PM

**City/State/Zip:** Sherwood, Oregon 97140

**Company Complaining About:** Comcast

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## **Description**

Hello, I am disappointed to find that Comcast is implementing extremely low data caps (300GB) in a day and age where everything is data based. As speeds go up on a constant basis, it just makes it that much easier to reach this threshold, and uninformed customers will essentially be taken advantage of because of this. In my opinion, this is a huge step backwards for our society, especially where we are supposed to be the country that leads innovation. This will do nothing but hurt the future of the internet, and in my opinion, is just a cover for Comcast wanting to limit access to online video streaming competition. Please look into these practices and put them in their place!

Thank you for all that you do, I look forward to hearing an update on this matter soon.

All the best,

**(b) (6)**

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**Ticket: # 639149 - Comcast's Data Caps**

**Date:** 11/5/2015 8:48:41 PM

**City/State/Zip:** Berwyn, Pennsylvania 19312

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast has recently announced plans to begin enforcing 300 Gb data cap on a great part of it's customer base. This change is not only extremely concerning, it is a blatant abuse to a large customer base where Comcast is the only available internet service provider. If unchecked, this practice will likely inspire other ISPs to follow suit. The monopolies that the current ISPs hold are continually abusing and downright robbing their customer base with little to no recourse.

Please, as an internet developer, as someone who uses the internet to procure services and goods on a daily basis; regulate the internet as if it were a utility. The internet is no longer a luxury, it is a place of commerce and open and free, uncensored discourse. The internet is how I make a living. Please do more to enforce fair policies and practices that are pro-consumer and anti-monopoly.

Regards,

(b) (6)

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**Ticket: # 639159 - Comcast Data Cap**

**Date:** 11/5/2015 8:50:31 PM

**City/State/Zip:** Gurnee, Illinois 60031

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639161 - Comcast is implementing unfair data caps.**

**Date:** 11/5/2015 8:50:35 PM

**City/State/Zip:** Willow Street, Pennsylvania 17584

**Company Complaining About:** Comcast

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## **Description**

Hello FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300GB data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. In my case, I have no other options for internet in my area. I can choose Comcast, and nothing else.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

This affects me in a very severe way. I am a self employed web developer who, for the last 20 years of making websites, has worked at home without the threat of my internet being limited. If Comcast implements these practices, it is a very real problem that I would soon have to start paying to work. That is not what the American Dream is about. Please do not let such a thing happen to America. Thank you.

Regards,

(b) (6)

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**Ticket: # 639170 - Comcast Datacap**

**Date:** 11/5/2015 8:53:28 PM

**City/State/Zip:** Redwood City, California 94062

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639189 - Comcast/XFINITY Data Usage Plan**

**Date:** 11/5/2015 8:58:46 PM

**City/State/Zip:** Perrysburg, Ohio 43551

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

An example that shows how important internet has become in the daily lives of U.S. citizens can be displayed by simply looking in to how many citizens are provided internet service by the U.S. Government and/or local governments. Internet and cell phones have become a necessary part of life, as shown by government aid that funds these services to people who need them but cannot afford them.

If internet data is not important enough to keep unlimited use for everyone; then why is it funded and viewed as such a high priority by the movers and shakers in this country.

Regards, (b) (6)

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**Ticket: # 639181 - Comcast Data Caps**

**Date:** 11/5/2015 8:57:19 PM

**City/State/Zip:** Manchester, New Hampshire 03102

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I am writing as a concerned citizen and consumer. Comcast has planned to push out data caps all across their market. I feel this could potentially create a monopoly because other internet providers will follow suit if this is allowed to happen. This is damaging to me, as a consumer, because I have no other options when it comes to internet. Comcast dominates the area I reside in. Also, as a college student, internet is critical for me in my day-to-day activities. If data caps are enforced it can hurt me financially and it is unfair to consumers because we pay for a service and we are getting shorted on this service. I know the FCC has had its hands full recently, but I sincerely hope that something can be done to mitigate what Comcast is trying to do because it will hurt the average consumer.

Sincerely and thank you,

(b) (6)

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**Ticket: # 639195 - Comcast Data Caps**

**Date:** 11/5/2015 9:02:10 PM

**City/State/Zip:** Ham Lake, Minnesota 55304

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639203 - Comcast Data Caps**

**Date:** 11/5/2015 9:05:54 PM

**City/State/Zip:** Hawaii, Guam 20850

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639213 - Comcast Data Caps**

**Date:** 11/5/2015 9:09:10 PM

**City/State/Zip:** Marinette, Wisconsin 54143

**Company Complaining About:** Comcast

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### **Description**

Setting a data cap on your "unlimited" home Internet packages is absurd. The Internet is paid for by citizens who want unlimited access to knowledge and entertainment and that's what they deserve from their money. This is what they were initially sold. This is clearly a move to strictly serve your bottom line and it is wrong.

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**Ticket: # 639214 - Comcast rolling out data caps in parts of the US**

**Date:** 11/5/2015 9:09:21 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

At what point will you step in to stop them? We need your help with this.

Regards,

(b) (6)

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[Ticket: # 639216 - Comcast blows](#)

**Date:** 11/5/2015 9:09:51 PM

**City/State/Zip:** Millcreek, Utah 84106

**Company Complaining About:** Comcast

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## Description

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639230 - Comcast's Proposed Data Caps**

**Date:** 11/5/2015 9:12:44 PM

**City/State/Zip:** Whiteland, Indiana 46184-9456

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639233 - Data Caps from Comcast**

**Date:** 11/5/2015 9:13:42 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) [REDACTED]

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**Ticket: # 639235 - Data Limits**

**Date:** 11/5/2015 9:13:57 PM

**City/State/Zip:** Aurora, Illinois 60505

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639249 - Comcast Data Caps**

**Date:** 11/5/2015 9:17:55 PM

**City/State/Zip:** Little Rock, Arkansas 72205

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 639264 - Comcast data cap](#)

**Date:** 11/5/2015 9:20:31 PM

**City/State/Zip:** Lincoln Park, Michigan 48146

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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[Ticket: # 639304 - Comcast's antitrust data cap practices](#)

**Date:** 11/5/2015 9:32:17 PM

**City/State/Zip:** Merrimack, New Hampshire 03054

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. While I am not yet directly part of this I am greatly concerned that I could be next. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. These caps are naturally going to be the best way for Comcast to eliminate competing television service.

Regards, (b) (6)

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**Ticket: # 639308 - Data Caps**

**Date:** 11/5/2015 9:32:48 PM

**City/State/Zip:** Omaha, Nebraska 68131

**Company Complaining About:** Cox

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639309 - Comcast Data Cap Trials****Date:** 11/5/2015 9:33:23 PM**City/State/Zip:** Hialeah, Florida 33013**Company Complaining About:** Comcast

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**Description**

A couple of days ago, I received a notification on my laptop that stated I reached the data cap of 300gb. So I decided to do some research and found out Comcast was doing Data Cap trials, but, I never signed up for these trials. This data cap also charges \$10 more just for 50gb, and in this day in age, 50gb goes by really quickly. Basically, Comcast will end up robbing so much money from me since I need the internet for a lot of things.

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**Ticket: # 639311 - Comcast Data Caps - Unacceptable**

**Date:** 11/5/2015 9:34:41 PM

**City/State/Zip:** Dearborn, Michigan 48126

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639316 - Comcast Shady Practice & Net Neutrality Issue**

**Date:** 11/5/2015 9:36:04 PM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639341 - Comcast data cap**

**Date:** 11/5/2015 9:43:28 PM

**City/State/Zip:** Savannah, Georgia 31419

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I am writing this in regards to the data caps that I am subject to with my service from Comcast. I pay roughly \$80 a month for "unlimited" internet which is not unlimited at all. I regularly get within 90% of my limit every month and have to stop using the internet less I get charged an automatic overage fee of \$10 of which I am not even asked if I want. Having no other options for internet, which is required for modern living in the 21st century, and for me to earn my income, I am forced to be subject to the ridiculously low data caps imposed on me by the monopoly that is Comcast. Internet should be considered a utility in this day and age and regulated the same as water and electricity. Please do something to stop this downward spiral of regression back into the days of dial up internet where we paid by the hour.

Sincerely, (b) (6)

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**Ticket: # 639343 - Comcast Data Caps**

**Date:** 11/5/2015 9:44:14 PM

**City/State/Zip:** Hollywood, California 90028

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies (Like Time Warner Cable) won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) [REDACTED]

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[Ticket: # 639360 - Comcast is out of control with the new data caps](#)

**Date:** 11/5/2015 9:48:30 PM

**City/State/Zip:** Shreveport, Louisiana 71118

**Company Complaining About:** Comcast

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## **Description**

Comcast is at it again, releasing data caps that are just below what a modern internet user uses. Evil comcast has found its avenue for collecting tolls from users who stream even a modest amount of video. 300GB is nothing. Nothing! And what if I have a heavy use month because of software downloads, say for example a video game these days can easily top 50GB- I've blown through 1/6th of my bandwidth cap just there. Comcast is ridiculous, the most evil company in the world for so many reasons and this is just the newest in a string of ridiculous actions against its own customers in unjust manner.

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**Ticket: # 639365 - Comcast Data Caps**

**Date:** 11/5/2015 9:49:14 PM

**City/State/Zip:** Bellingham, Washington 98226

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) [REDACTED]

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**Ticket: # 639369 - Comcast Data Caps**

**Date:** 11/5/2015 9:50:14 PM

**City/State/Zip:** Jacksonville, Florida 32256

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 639372 - We need your help...](#)

**Date:** 11/5/2015 9:50:59 PM

**City/State/Zip:** Attleboro, Massachusetts 02703

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Thank you for reading!

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**Ticket: # 639394 - ISP's Imposed Plan on Data Caps**

**Date:** 11/5/2015 9:58:21 PM

**City/State/Zip:** Robbinsdale, Minnesota 55303

**Company Complaining About:** Comcast

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## **Description**

Comcast being the primary source of Internet in most areas is rather atrocious, thankfully with the reclassification of the Internet to a Title II state, we will potentially have options down the road. However as it stands Comcast is the only go to source of Internet, and they are attempting to force data capacities. These capacities will cripple the overall purpose of the Internet for all of America, the FCC needs to take a stand on these capacities. They are highly unnecessary as they are a businessman's solution to a non-existent problem.

While streaming media is becoming ever more prominent, so are various formats of ubiquitous computing; such as thin-clients or remote desktops. These are great features that some workplaces allow, and encourage, others to work from home and spend more time with family. With data capacities, these advancements would be nullified due to the constraints explicitly established via data capacities such as the ones Comcast is trying to impose.

Please put an end to these ridiculous rules large corporations are trying to implement to get more unnecessary money!

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**Ticket: # 639407 - Data caps**

**Date:** 11/5/2015 10:03:30 PM

**City/State/Zip:** Bondurant, Iowa 50035

**Company Complaining About:** Mediacom

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## **Description**

Dear FCC,

As I'm sure you are aware, Mediacom has begun enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 639408 - Comcast internet data cap](#)

**Date:** 11/5/2015 10:03:41 PM

**City/State/Zip:** Bartlett, Tennessee 38135

**Company Complaining About:** Comcast

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## **Description**

I have had Internet service for as long as I can remember. My first interaction with the Internet was using the old-school dial up service . And even back then I could be on the Internet for as long as I wanted without worrying about hitting a max on my data. Comcast has now implemented a data cap of 300 GB Per month on my Internet service . If I go over that amount after a four-month Grace. I will be charged \$10 for every extra 50 GB . As a family that watches movies on Netflix and Hulu as well as Amazon prime I feel this is grossly unfair . We also interact with social media on a regular basis which goes towards our monthly data limit . I feel that Comcast is basically bullying me as a customer forcing me to pay more for a service that has always been unlimited . I am unable to leave Comcast due to my current contract and I am sure that once my grace period ends that I will be paying overages every month for the same amount of data that I've always used . Please look into this .

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**Ticket: # 639429 - Comcast**

**Date:** 11/5/2015 10:06:11 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

That extra 50 gb costs them 50 cents, or \$0.50. For which you pay them \$10. It's the same infrastructure/hardware, customer service, etc. They don't give you anything more. Don't change anything at their end. Nothing at all changes whatsoever for delivering you 300 GB or 350 GB.

Therefore, that 50 GB is sold to you at a 2,000% (aka 20x) markup at a minimum. This is setting a very dangerous precedent for our future as technology will only become ever more entwined with the internet.

The attached images are going viral among image board communities wanting to spread the word.

Regards, (b) (6)

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**Ticket: # 639431 - Comcast Data Caps**

**Date:** 11/5/2015 10:06:43 PM

**City/State/Zip:** Pueblo, Colorado 81005

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 639435 - Comcast data cap](#)

**Date:** 11/5/2015 10:07:20 PM

**City/State/Zip:** Tulare, California 93274

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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[Ticket: # 639441 - Comcast data caps](#)

**Date:** 11/5/2015 10:09:04 PM

**City/State/Zip:** Boston, California 02110

**Company Complaining About:** Comcast

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## **Description**

Comcast's newest line of scummy practices is new data caps. Please, for the love of all that is holy, get out in front of this and stop these assholes.

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**Ticket: # 639447 - Comcast and Data Caps**

**Date:** 11/5/2015 10:10:01 PM

**City/State/Zip:** Columbus, Indiana 47203

**Company Complaining About:** Comcast

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## **Description**

Hello,

Recently Comcast has begun to trial a 300 GB data cap in certain areas. This is very worrisome, even though I am not currently in an affected area. In my current city, Columbus, Indiana, I have two choices: Comcast or AT&T U-Verse. If Comcast were to enforce this policy nationwide, I would no longer be able to stream Netflix, download videos for my classroom, play video games, participate in e-learning (Skype) with students who have questions after-school, or any number of different things.

The natural thought is to move to U-Verse. However the speed difference is marked. I spoke with a U-Verse person the first time I moved here and at that time (last year) the best speed was 6 Mbps. The website says it is possible to get 18 Mbps but I am not sure.

Either way, I currently have 80 Mbps. Having 6 Mbps is not a real option. There is a distinct lack of competition if my option are an artificially increased price for 80 Mbps, or 6 Mbps.

As of right now Comcast is getting the best of both worlds. Government protection in many areas (paying to lay down wires, tax breaks, etc) and an unrestrained hand to gouge prices at their leisure. Where they sit right now is not sustainable, unless we wish to see a future where Netflix and I both must pay Comcast substantial fees to be allowed access to the Internet.

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**Ticket: # 639459 - Comcast Data Cap**

**Date:** 11/5/2015 10:14:42 PM

**City/State/Zip:** Painted Post, New York 14870

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Documents have been released identifying exactly how customer service agents are to address objections to a data cap of 300GB and their continued expansion of this "trial" service in which they require you to pay more money if you want to go past this cap. I live in a place that does not have many providers for Internet and actively use much more than the detailed amount of data. This kind of policy and practice sets a precedent for all companies. If they are allowed to follow through with this and be unopposed it puts a risk to much more than just Comcast users.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639461 - Concerns about Data Capping.**

**Date:** 11/5/2015 10:15:49 PM

**City/State/Zip:** Shakopee, Minnesota 55379

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast has announced plans to enforce 300GB data caps on their broadband customers. This presents itself as a problem in multiple fronts.

First and foremost, the FCC defines broadband service as consisting of 25Mb/s (3.125 MB/s). While Comcast is advertising these as monthly broadband plans, the truth is that at minimum broadband speeds a customer will hit the data cap in 26 hours and 40 minutes.

$3.125\text{MB/s} * 60 \text{ s/min} * 60 \text{ min/hr} * 24 \text{ hours} = 270 \text{ GB (90\% of the Datacap)}$ .

Second, this move towards datacaps directly affects Comcast's competition. Comcast and other providers are losing TV customers (so called cord-cutters) to internet services such as Netflix, Hulu, and Amazon. These caps will directly interfere with customers abilities to enjoy these services without having to pay Comcast extra each month.

Nielsen has identified that average American household consumes over 4 hours of TV per day. According to recent surveys, 77% of US households own an HD TV. An hour of HD streaming uses up to 3GB of data. This means that the average american household obtaining their TV service via the internet would be expected to use 360GB of data in a month. This does not include data used for other services (game delivery, music services, online storage and backup, video conferencing, etc).

These caps are designed to affect cord-cutters directly by ensuring that even normal TV viewing will ensure multiple overage charges.

Comcast cannot say it is delivering a monthly broadband service as defined by the FCC when a customer may incur overages on day 2. Comcast may not claim that these caps will not affect its customers when it is obvious it will gravely affect those that use internet services, especially those that compete with Comcast. As it is Comcast is a local monopoly in many markets for internet service and they are punishing customers that seek internet based competitors via arbitrary limits on their "broadband" service.

Thank you for your time,

(b) (6)

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**Ticket: # 639470 - Comcast "unlimited"**

**Date:** 11/5/2015 10:17:31 PM

**City/State/Zip:** Greeneville, Tennessee 37745

**Company Complaining About:** Comcast

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## **Description**

Recently received an email from Comcast that stated they are moving a data cap to my area. I am aware that stating this probably has no effect on what will happen, but this needs to be addressed. The internet is a free and open source. It is an educational piece and an entertainment center for my wife and my kids. I work 50-60 hours a week to provide everything they need. The fact that they are removing "unlimited" internet and imposing a cap is absolutely ludicrous. Capping internet usage, or even charging more for the so called "unlimited" is a farce. It is just another rouse to pull hard earned money out of the workers pockets. How is it that places like Chattanooga tn can run almost gigabit internet unlimited with reasonable pricing, and one of the largest internet providers cannot get enough money.

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**Ticket: # 639484 - Comcast Data Caps**

**Date:** 11/5/2015 10:23:54 PM

**City/State/Zip:** Bloomington, Indiana 47403

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. Not only do big and small businesses use it for data transfers, but home businesses as well. If transferring terabytes of information is going to be as cost prohibitive as \$200 per terabyte, then that will impact the bottom line of those businesses drastically. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. This also ends up discouraging the use of popular video services such as Netflix, which is a way to bypass net neutrality.

Regards, (b) (6)

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**Ticket: # 639487 - Comcast Scumbags**

**Date:** 11/5/2015 10:24:59 PM

**City/State/Zip:** Rochelle, Illinois 61068

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Also, please direct Comcast to not call me regarding this complaint. If they call me I will not answer, and I will file another complaint. They have nothing to say to me that will sway my opinion, and the fact that this does not directly affect me YET doesn't make my complaint any less valid.

Regards, (b) (6)

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**Ticket: # 639501 - Comcast Data Caps**

**Date:** 11/5/2015 10:29:47 PM

**City/State/Zip:** Greenacres, Washington 99016

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639507 - Highly unethical, illegal, anticonsumer behavior by Comcast**

**Date:** 11/5/2015 10:33:35 PM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639523 - Comcast Data Caps**

**Date:** 11/5/2015 10:38:19 PM

**City/State/Zip:** Fort Worth, Texas 76108

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) [REDACTED]

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**Ticket: # 639531 - Comcast Data Caps**

**Date:** 11/5/2015 10:40:24 PM

**City/State/Zip:** Little Rock, Arkansas 72223

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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[Ticket: # 639534 - comcast capping customers](#)

**Date:** 11/5/2015 10:40:56 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## Description

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) 

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**Ticket: # 639545 - Comcast data caps**

**Date:** 11/5/2015 10:49:03 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639549 - Comcast data caps**

**Date:** 11/5/2015 10:53:38 PM

**City/State/Zip:** Somerset, Kentucky 42501

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639571 - Comcast's BS**

**Date:** 11/5/2015 11:06:20 PM

**City/State/Zip:** Oceanside, California 92056

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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[Ticket: # 639652 - Comcast and Data Caps](#)

**Date:** 11/5/2015 11:34:22 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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### **Description**

Please look into Comcast's usage of cable internet data caps. When I signed up for their service, there was no mention of a data cap.

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**Ticket: # 639582 - Comcast Monopoly and its Data Caps**

**Date:** 11/5/2015 11:11:55 PM

**City/State/Zip:** Maryland Heights, Missouri 63043

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639600 - Comcast Data Capping**

**Date:** 11/5/2015 11:16:06 PM

**City/State/Zip:** Atlanta, Georgia 30315

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. I have been forced to move to Comcast's Business Class internet for my residence to avoid such caps and maintain somewhat affordable internet.

Regards, (b) (6)

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[Ticket: # 639606 - Data cap-comcast](#)

**Date:** 11/5/2015 11:18:25 PM

**City/State/Zip:** Mooresville, North Carolina 28115

**Company Complaining About:** Comcast

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## **Description**

Comcast continues to offer less service and charge more with their data caps. Internet should be treated as a utility!

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**Ticket: # 639625 - Comcast data caps**

**Date:** 11/5/2015 11:28:07 PM

**City/State/Zip:** Evansville, Indiana 47720

**Company Complaining About:** Time Warner

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639637 - Comcast "Data Usage Plan" aka Data Caps**

**Date:** 11/5/2015 11:30:20 PM

**City/State/Zip:** Griffith, Indiana 46319

**Company Complaining About:** Comcast

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## **Description**

I'm disgusted with Comcast's implementation of Data Usage Plans (aka Data Caps). They are planning to charge \$10/50GB over 300GB used. If you want to pay extra "and not worry about your bill changing month to month," you can pay an extra \$35 to have unlimited internet. This has not yet been implemented in my area, but it's only a matter of time.

I've seen the cost breakdowns for internet data provided via cable. This is unwarranted. It is merely an attempt to punish cord-cutters that use Netflix, Hulu, etc. while raising everyone's bill. If I could just go use the other ISP in town this wouldn't be an issue. But Comcast and other cable companies usually have a monopoly for broadband internet, and they know it. Our internet access should not be more expensive than other first world countries.

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[Ticket: # 639658 - Yet another Comcast complaint, I'm sure...](#)

**Date:** 11/5/2015 11:36:29 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

DATA CAPS

Why is Comcast allowed to have data caps when they clearly have a monopoly on infrastructure in towns across america?

When I inquired about why is there a cap, Comcast rep said, "its a way we monitor you are not running a business out of your house." I promptly asked them to look at my internet usage to prove i wasn't and asked for alternatives. They stood firmly behind this terrible excuse.

I do not know enough to make an indepth complaint, but I do know that Comcast has no realistic alternative in terms of "speed."

Help us FCC; you're our only hope.

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**Ticket: # 639668 - Comcast's Data Cap**

**Date:** 11/5/2015 11:41:03 PM

**City/State/Zip:** Elkton, Maryland 21921

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300 GB data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. If internet was regarded as a public utility, this monopoly would be immediately dealt with. As it is, Comcast is allowed to control large swaths of land with no competition at all. How is this not the definition of a monopoly?

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. It's borderline a public utility. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. This entire scheme by Comcast is ridiculous. It's merely a cash grab on their part. I can't explain how incensed I am that they are trying to pull a stunt like this...

Regards, a humble U.S. citizen.

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**Ticket: # 639693 - Comcast**

**Date:** 11/5/2015 11:48:58 PM

**City/State/Zip:** Elmwood Park, Illinois 60707

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards (b) (6)

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**Ticket: # 639688 - Data Caps**

**Date:** 11/5/2015 11:47:41 PM

**City/State/Zip:** State College, Pennsylvania 16801

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b)

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**Ticket: # 639703 - Comcast**

**Date:** 11/5/2015 11:51:46 PM

**City/State/Zip:** Jesup, Georgia 31545

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639722 - Data caps**

**Date:** 11/6/2015 12:01:22 AM

**City/State/Zip:** Tucson, Arizona 85755

**Company Complaining About:** Comcast

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## **Description**

I have been getting messages for both my Comcast accounts and phone calls in Denver and Tucson about exceeding my data cap of 350GB and I was in South America for the month in question with both houses empty.

We cannot trust that Comcast is reg's rusting the data usage accurately and the FCC should disallow any service provider from charging higher fees for excess data usage since the source cannot be trusted nor the results verified.

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**Ticket: # 639741 - Comcast Data Caps**

**Date:** 11/6/2015 12:10:25 AM

**City/State/Zip:** Plano, Texas 75074

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Having tried and failed to create an Internet "fast lane," I believe Comcast is now using their regional monopolies to force customers to swallow these new data caps.

Although I am not a Comcast customer, I'm asking you to do everything in your power to stop this trend before it starts. I worry that, if Comcast is successful, other Internet service providers will follow their lead. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Thank you,

(b) (6)

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[Ticket: # 639744 - Xfinity Data Caps](#)

**Date:** 11/6/2015 12:11:04 AM

**City/State/Zip:** North Miami, Florida 33161

**Company Complaining About:** Comcast

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## **Description**

Xfinity recently made a mandatory 300 GB data cap for our internet services. which sucks since i download a lot of games and stream a lot of videos. the worst part is that if you go over the data cap, you have to pay crazy fees. There was no option to opt out of this program and there still isn't.  
PLEASE HELP

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**Ticket: # 639745 - Comcast Document Leaks**

**Date:** 11/6/2015 12:11:25 AM

**City/State/Zip:** Los Angeles, California 90020

**Company Complaining About:** Time Warner

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## **Description**

In light of this evening's revelation that Comcast is planning to roll out wider data caps on so called "unlimited" services, how does the FCC plan to levy punishment against the company. I am fed up with the way these large telecoms (Comcast, Time Warner, AT&T, etc) are operating and would like to see stricter monitoring and harsher penalties against them. The throttling, the data caps, the false advertisement, the price gouging, it all needs to stop. I am relying on the FCC to represent my interests here, do not let me down!

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[Ticket: # 639754 - Comcast rolling out data caps. Limiting net neutrality](#)

**Date:** 11/6/2015 12:17:15 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 08854

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps and limiting net neutrality. Comcast is an evil corporation and ISPs need to be reclassified as telecommunication utilities.

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**Ticket: # 639755 - Comcast to enforce a data cap on internet plans**

**Date:** 11/6/2015 12:18:14 AM

**City/State/Zip:** West Peoria, Illinois 61604

**Company Complaining About:** Comcast

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## **Description**

Comcast plans to implement a 300 gb data cap on plans. This is blatant extortion for any family house with today's fixture on streaming all content through the internet. We are going to be required to pay an ADDITIONAL amount of money (preemptively \$35 MORE a month) to have access to unlimited data. Comcast operates at a \$2 billion profit company. There is no gain besides utter greed. My family just signed up for their internet not even 30 days ago paying \$90/month before taxes. We are required to use their services for 2 years. This should be far enough to cover any sort of use excluding extreme cases of the extreme minority of torrenting and filesharing. Comcast has gone on record saying that they already have "caps" enabled but they do not enforce it. What reason do they have to enforce this now on top of a flat fee to bypass this? In fact, if you do not pay the fee, you are then required to pay \$10 per 50g used over that cap. This is a double-edged sword of nothing but greed. There is no reason for data caps to exist. Internet companies around the world have unlimited built into to their services for a fraction of the price we are required to pay. To pay for internet that is CHEAPLY maintained and distributed due to properties of light is absolutely asinine. The consumer has no power against comcast due to their binding agreement that the plan can change at any time, for any reason. Life requires internet for school, information, and entertainment so there is no way to get around these to use the internet.

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**Ticket: # 639762 - Comcast Data Caps****Date:** 11/6/2015 12:21:12 AM**City/State/Zip:** Knoxville, Tennessee 37919**Company Complaining About:** Comcast

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**Description**

I am concerned about Comcast's data caps soon to be "enforced" in my area. The name of the 300 GB plan is the "Unlimited" plan. For every 50 GB of data one goes over the 300 GB, and additional \$10 is charged to the customer. This is not "unlimited." Unlimited means to not have a limit at a set price, and clearly Comcast is planning on attempting to change the definition, and already is trying in certain cities.

The reason for this data cap is "fairness" to all consumers with Comcast, however if this plan were truly "fair," Comcast would return money which paid for unused data to consumers at the end of the month. If you did not use data, you should not be charged for it.

This also opens up a massive can of worms for caps on internet with all internet providers, thus creating a monetarily limiting domino effect on a utility that is just as important to families as water and electricity. If one company does it, all companies will do it, and the people won't have a choice, except to go without. Comcast is asking its consumers to pay more, or live without something even the homeless have on their cell phones.

This is ridiculous, and it is getting out of hand. Regulate internet companies, and prevent them from giving their customers the shaft, because everyone already hates Comcast, don't let them give us another reason.

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**Ticket: # 639775 - Upcoming Data Cap Enforcement****Date:** 11/6/2015 12:29:43 AM**City/State/Zip:** Huntsville, Alabama 35806**Company Complaining About:** Comcast

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**Description**

Hi,

I'm writing about the unfairness of the upcoming "fair" data cap that is about to be enforced in much of the southeast by Comcast. This data cap is extremely concerning as it will lead to more companies following suit as well as many people losing money they most likely won't realize was going to be taken at the start of this data cap. My current living situation has no other option outside of Comcast and I feel I am having my arm twisted and forced into having to pay for something that they shouldn't even be allowed to do. They could decide tomorrow that suddenly all prices go up to \$250 for every service and if they weren't stopped that would be the way it was for everyone. This is a terrible way to run an ISP in this day and age. The internet should be something that is for everyone. Americans don't make enough on average to afford what Comcast is trying to make happen.

Please, I beg of you, do everything you can to help stop this. The internet should not be something that is gouged to the point where classes of people can't even afford to have it. It has become a part of life that is necessary for most of the world to use. As seen with the data caps on mobile devices it is just a race to see who can out do the others in charging more money for every single bit of data. It is horrendous to hear ads on tv saying "Get 5 more GB of data on your mobile plan for just \$50 more dollars!" when less than ten years ago you could get an actual UNLIMITED plan for less than that. This data cap will just be a downward spiral to every ISP charging more and more for their data until you can no longer use the internet to load a webpage without getting a microfee of some sort. Please do what you can to stop this before it ruins the country for good.

I have also attached the copies of the files that were leaked today in regards to the upcoming comcast data cap. Please review them for yourself and see how terrible this is.

Regards,

**(b) (6)**

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[Ticket: # 639787 - Comcast and Net Neutrality](#)

**Date:** 11/6/2015 12:32:40 AM

**City/State/Zip:** Salem, Oregon 97301

**Company Complaining About:** Comcast

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## **Description**

The new practice of implementing data caps under the guise of fairness to the other people to whom they have already implemented said caps is amongst the most unsavory business practices I've encountered. As technology and society move forward, an uninhibited internet will continue to grow in importance, and Comcast has routinely proven an interest in taking every possible step to stifle that freedom. Further, the tax dollars given to Comcast and their peers to expand and upgrade infrastructure, but was instead used for...something else, needs to be addressed.

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**Ticket: # 639795 - Comcast's new data limits**

**Date:** 11/6/2015 12:41:40 AM

**City/State/Zip:** Whittier, California 90606

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I'm sure you are aware that Comcast has recently announced plans to begin enforcing a 300Gb data cap on a large percentage of its customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639805 - Comcast/XFINITY Data "Caps"**

**Date:** 11/6/2015 12:46:54 AM

**City/State/Zip:** Seattle, Washington 98116

**Company Complaining About:** Comcast

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## **Description**

I am filing a complaint along with the thousands of other disgruntled internet users about their internet data caps.

The ~2,000% markup of our internet prices in some areas is egregious. Having the audacity to claim these are not "caps" threatens the internet as we know it. This resource has moved our race along so far, and to have it threatened by this level of corporate greed sickens me. I hope someone does something about this- Comcast does not have consumers' best interest in mind. Only boosting already astronomical profit margins.

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[Ticket: # 639809 - Comcast data usage restrictions](#)

**Date:** 11/6/2015 12:47:13 AM

**City/State/Zip:** Denver, Colorado 80211

**Company Complaining About:** Comcast

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## Description

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

I am currently a Comcast customer in a region that is not affected by data usage caps. However, I strongly feel as though no-one should be restricted to a certain allocation of data from the internet. I do not look forward to the day that the majority of internet users are subjected to issues like data caps. I hope that we can nip this in the bud before it becomes a larger issue than it already is.

Best Regards,

(b) (6)

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**Ticket: # 639833 - Comcast data caps**

**Date:** 11/6/2015 12:52:40 AM

**City/State/Zip:** Fort Myers, Florida 33967

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

P.S. My parents use video calling to call me when I'm away in Minneapolis for work. They're in Florida and I see them once a year, these caps would effectively kill them trying to get in touch with me. If Comcast implements these data caps I will gladly change my parents to DSL or a mobile provider for their internet.

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**Ticket: # 639838 - Comcast data cap**

**Date:** 11/6/2015 12:57:05 AM

**City/State/Zip:** Plymouth, Massachusetts 02360

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. With this, I have also posted a link to a fairly concerning document that Comcast has their employees using to respond to customer service calls.

Regards, (b) [REDACTED]

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**Ticket: # 639854 - Comcast Data Cap**

**Date:** 11/6/2015 1:08:44 AM

**City/State/Zip:** Attleboro, Massachusetts 02703

**Company Complaining About:** Comcast

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## **Description**

As a Comcast customer, I am very concerned about Comcast's broadening implementation of bandwidth data caps. Though Comcast claims these data caps are in the interest of "fairness", they are clearly intended to target those who stream movies and TV shows instead of purchasing a cable package. I am not interested in paying more for the same level of service I currently have, and the level of service I was promised when purchasing from Comcast. I stream through Amazon, Netflix, Spotify, and YouTube often and Comcast's behavior would be financially prohibitive to my access to free and open internet.

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**Ticket: # 639864 - Comcast Data Cap**

**Date:** 11/6/2015 1:17:43 AM

**City/State/Zip:** Attleboro, Massachusetts 02703

**Company Complaining About:** Comcast

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## **Description**

As a Comcast customer, I am extremely worried by the recent decision to implement and expand bandwidth data caps. As a household that streams large amount of content via Netflix, Amazon, Spotify, Youtube, and others, data caps would cripple our access to a free and open internet. I have no interest in paying more money for the exact same level of service that I currently have under the guise of "fairness." The data caps are just low enough to punish streaming, incentivize purchasing of "unlimited" data, and signing up for cable plans that I do not wish to have. The very nature of the internet is threatened by companies like Comcast, and they need to know that this type of action is unwelcome and wrong.

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**Ticket: # 639865 - Comcast Data Caps**

**Date:** 11/6/2015 1:18:06 AM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I live in an area of suburban Atlanta that has no other alternative to Comcast internet. 2 years ago comcast started a "trial" period of a 300 gigabyte of data per calendar month. This practice is completely unfair and uncalled for. As a student in the 21st century my classes require that I have a home internet connection to complete my education. These data caps inhibit my ability to work on my education. Specifically This has to do with instructional videos, downloading lecture notes, and textbooks. Not only do I have to deal with the burden of this data cap but the other members of my household have to plan around it too. We often times have to make sure they leave enough data for me to prioritize my educational needs.

These data caps are arbitrary numbers that have been put in place only to increase profit on areas where they already have monopolies. I hope that you, the FCC will do your part to protect the interest of the American people and stop these malice practices.

Sincerely,

(b) (6)

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**Ticket: # 639869 - Comcast usage caps**

**Date:** 11/6/2015 1:20:36 AM

**City/State/Zip:** Maple Valley, Washington 98038

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 639875 - Comcast and other ISPs are ruining the internet](#)

**Date:** 11/6/2015 1:23:55 AM

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

**Company Complaining About:** Comcast

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## Description

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639884 - Comcast Data Caps**

**Date:** 11/6/2015 1:29:57 AM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

I am writing to inform you of the ridiculous business practices of Comcast. They are forcing many people to pay exorbitant amounts for a service they already have under the guise of "fairness" when in reality this is their way of bottlenecking our access to a service we already pay for. Arbitrary data caps serve absolutely no use other than to make them more money and studies have shown this time and time again. I live in Johnson City, TN area code 37604, and I will be forced to pay double, or more, for the exact service I have now because of this extremely greedy and unfair practice.

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**Ticket: # 639889 - Comcast Data Caps**

**Date:** 11/6/2015 1:32:29 AM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639890 - Comcast Internet Data Cap**

**Date:** 11/6/2015 1:34:30 AM

**City/State/Zip:** Danvers, Massachusetts 01923

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300GB data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. For families who have multiple connected devices (and adding more each year) that stream content from sites like Netflix or download video games (which are often about 50GB per game, or 1/6th of what this data cap would be) on gaming consoles such as an Xbox, this data cap would be impossible to stay under. Personally, for my family alone (b) (6)

(b) (6) ) this data cap would really limit our internet use. When my brother and I are at college it's just my parents and sister at home, yet even with just those three people at home our data use each month is about 300-350GB; when me and my brother come home for winter and summer, that easily shoots up to 600GB or more. With Comcast's new data cap we'd be getting charged an extra \$60/month (\$720/year) on top of our current bill which already is very expensive for us. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself (and family), and many others (and their families) to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639899 - Comcast Data Caps**

**Date:** 11/6/2015 1:36:22 AM

**City/State/Zip:** Jacksonville, Florida 32246

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639902 - Data Caps for at Home Internet**

**Date:** 11/6/2015 1:38:22 AM

**City/State/Zip:** Kissimmee, Florida 34743

**Company Complaining About:** Comcast

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### **Description**

I was surfing the web and I saw this article of proposed data caps from ISP's (specifically Comcast). While I am not a Comcast customer, both of my parents are and probably don;t know about this. I find this disgraceful and I hope that something can be done about this.

Thank you,

(b) (6)

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**Ticket: # 639905 - Comcast Data Usage Caps**

**Date:** 11/6/2015 1:39:29 AM

**City/State/Zip:** Irvine, California 92335

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639909 - Data Caps and Customer Service****Date:** 11/6/2015 1:44:20 AM**City/State/Zip:** Hialeah, Florida 33018**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently began to roll out "trial areas" where data caps are being introduced into the pre-existing plans. Apart from the exceedingly low amount of data they are capping it at (300 gb), these recent changes came unwarranted and unannounced. We personally spoke to multiple customer representatives about these changes, as well as why we were not alerted to them. They spoke as if this was a widely known plan that has been around for years, but we received no letter, no email, nothing except for a pop-up once we were at 90% usage out of the 300 gb cap they pushed in without notice.

We even asked the representative why they could not have added this detail into our monthly bill, but they defaulted back to telling us that they had sent emails and letters. I fail to understand how they forgot to place some sort of warning in the bill, but with this whole situation, it's understandable that they would do something this underhanded and vile.

Data caps are not "fair" to us customers, we aren't paying any less for staying under the data cap and are charged more for going over. Our home has a consistent need for internet, as most other homes do. Whether it is work, school or even contact with distant family/relatives, the internet is a part of our lives as much as electricity is.

I do not see how this data cap is anything but a deterrent to the industry as a whole. Not to mention the fact that there are no other options in my current area to switch over to another service provider. Soon enough service providers will jump at the chance to become some pseudo-cell phone carriers and begin imposing data caps which are unwarranted, unnecessary and yet still fail to upgrade or expand their infrastructure as our taxes are supposed to be paying towards. If this begins a trend, I do not see a free and open internet in the future.

Regards, (b) (6)

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**Ticket: # 639925 - Data Caps**

**Date:** 11/6/2015 1:56:22 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast still has the data caps in Houston and is now expanding the data caps for everyone in the U.S. I want to see the enforcement of 250 GB limit gone from not just mine but everyone's account and the data caps gone they serve no purpose but to force people to pay more money because comcast does not want to compete with netflix, hulu, youtube, twitch, dailymotion, wwe network, and amazon prime video all internet streaming videos that use way more than the 300GB limit and the crap 250GB limit that is in Houston, you blow way past that since we all steam in HD from 1080p and in 4K. Comcast should not get away with this data cap that has nothing to do with technology and if sure as hell not about "fairness" as it claims what's fair is not having a data cap for home internet. I want to see that 250GB data cap enforcement gone from my account and I don't care what Comcast has to say I already now what they have to saw with the file I'll attach with this complaint. The only thing that will stop me from filing complaints is when Comcast stops all data caps and gives everyone the unlimited internet that people pay such a high price for.

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**Ticket: # 639929 - Comcast Data Caps are Unconstitutional**

**Date:** 11/6/2015 1:58:40 AM

**City/State/Zip:** San Francisco, California 94102

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast recently announced plans to begin enforcing 300gb data caps to their customers. Their charges are not due to network congestion. In fact, their only reason to change is to price gouge customers. They are taking advantage of the natural monopoly we have in our country. In most areas, customers do not have any choice in internet services ; customers cannot vote with their wallet like in true competitive market place.

Internet is no longer a luxury but a very necessary utility. Expensive internet service (when compared to countries with true competition) will further put a disadvantage to our citizens. Access to internet means communication to families, ability to learn and strive in school, and means to conduct business.

Allowing companies like Comcast to put data caps because customers have no choice in internet providers is unconstitutional to Americans. It puts an unfair disadvantage to Americans.

Regards,

(b) (6)

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**Ticket: # 639937 - Comcast Data Caps**

**Date:** 11/6/2015 2:01:08 AM

**City/State/Zip:** Van Nuys, California 91405

**Company Complaining About:** Comcast

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## **Description**

Hi. I'm not a comcast customer, but I am greatly disturbed by their recent adoption of data caps on their paying customers. Comcast is notorious for slow data speeds at high prices in areas where they have practically zero competition. If they start to implement data caps, other Internet Service Providers may follow suit, which would have a chilling effect on streaming services, online video gaming, e-commerce, and small businesses who cannot afford a dedicated business line.

This seems like a blatant attempt to circumvent net neutrality rules already in place, as comcast is in direct competition with video streaming services. By installing a data cap, they effectively limit such services by attacking their customers, who rely on high capacity and high speed services to get their content. Please take a look at this, and if possible shut it down! Thank you.

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**Ticket: # 639944 - Comcast Data Caps**

**Date:** 11/6/2015 2:10:06 AM

**City/State/Zip:** Peabody, Massachusetts 01960

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639953 - Comcast Data Caps**

**Date:** 11/6/2015 2:25:35 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19111

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639960 - Concerns about Comcast's Business Practices****Date:** 11/6/2015 2:31:42 AM**City/State/Zip:** Madison, Wisconsin 53703**Company Complaining About:** Comcast

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**Description**

I decided to message today about some business practices in the cable, phone, and internet industry. I have recently watched Comcast's actions and find myself disgusted at their practices. Comcast is making choices as a business that harms it's customers in areas where they have few or no other alternatives for these services. In reality most of these services are essential in today's world to find work and get a job.

Comcast's new data caps on plans seem more or less pointless to me and only harms their customers. Of course I expect a business to do what is best to earn the most they can. If I ran my own business I would do the same. But most business, at least to my knowledge, do not run in a near monopoly in various areas. And in light of this it makes Comcast's choices questionable.

They seem to be discriminating against customers that have no other option by offering them plans that could potentially cost them more than customers in surrounding areas. And when this is a service that is very essential in today's modern world, this make their choice on data caps in my eyes harmful to a person's ability to live in today's society.

Although I am not an expert on the technical aspects of Comcast's decision, there does not seem to be any reason why they need to offer these capped plans in the areas they have. With wireless carriers I understand as bandwidth is limited in today's world. But when the company is wired into my own home? There cap seems frivolous in my limited knowledge of the technicalities of providing internet service to someone's home.

I am lucky as a consumer to have many choices on my service provider where I live right now. And I will be gladly advising everyone and anyone I know not to subscribe to Comcast's services. But for many there is no choice.

So I write to you today hoping that my words, among what I am sure are many many other complaints, will sway you to look into the shady business practices of ISP's like Comcast and some of the other larger companies. I fear for the future of my and other's access to a service that is becoming essential in our modern world.

(b) (6)

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**Ticket: # 640016 - Comcast data caps**

**Date:** 11/6/2015 4:13:38 AM

**City/State/Zip:** Maricopa, Arizona 85139

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a large part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640020 - Comcast**

**Date:** 11/6/2015 4:33:23 AM

**City/State/Zip:** Sparta, Tennessee 38583

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640022 - Residential Data Caps**

**Date:** 11/6/2015 4:35:00 AM

**City/State/Zip:** Terrace Park, Ohio 45174

**Company Complaining About:** Comcast

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## **Description**

A recently released Comcast employee document has revealed the company's intended use of "Data Usage Plans" or Data Caps. This policy, which exists to punish users of Netflix, Hulu, and other video streaming services that compete with Comcast's own cable services, supposedly exists to make data usage more "fair." These new policies are clearly an abuse of the monopoly that Comcast has in many areas, especially those listed as "trial areas." I know that I am not alone in thinking that this is not only unfair, but dangerous. Public access to information is one of the basic pillars of a functional democracy, and as access to information becomes an increasingly online affair, limiting the amount of information that consumers can obtain is an affront to this country's democratic core. Not only that, but the "fairness" argument is downright un-American. For many people, especially young people, the Internet is a means to make money and progress both technology and society. Limiting the ability of Americans to create and grow due to their limited access to what is now a basic utility and an integral part of the lives of more than 84% of all Americans. Imagine a situation where citizens would have their electricity cut off (or charged significantly more for) after a certain monthly usage limit is reached. As an EMT and college student, the Internet is a core part of the continuation of my education, and I would not be wrong in saying that lives could be endangered if I were unable to access research on new methods and practices for First Responders on a regular basis. This would not be a problem if Comcast were not the only option available, but they can effectively charge whatever fees they wish and institute any policy they want in many parts of the country. This kind of practice threatens to spread outside of the South to other ISPs, such as my own. Stop this plague before it starts. Reign in this monster.

Sincerely,

(b) (6)

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**Ticket: # 640026 - Comcast data caps**

**Date:** 11/6/2015 4:38:56 AM

**City/State/Zip:** Puyallup, Washington 98372

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640040 - Comcast versus the American public**

**Date:** 11/6/2015 5:38:27 AM

**City/State/Zip:** N/a, California 91745

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b)

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**Ticket: # 640043 - Comcast Internet Data Caps****Date:** 11/6/2015 5:47:03 AM**City/State/Zip:** Fairfield, California 94534**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As you may know, Comcast has begun slowly implementing data caps on internet services across the United States. I'm a fortunate customer, as I do not have these data caps...yet. I, however, am concerned with the growing popularity of monopolized markets using data caps on the internet.

Customers of Comcast usually have limited to no options on who they chose as their ISP. In the Bay Area of California, the two main options are Comcast or ATT U-Verse. As a former customer of ATT DSL internet, I was actually happy to switch to Comcast internet at the time, since the speeds were much better for the money.

Fast forward to 2015, I am disgusted with Comcast and this cheap attempt at getting money from people who are deemed "cord cutters". These people use internet far more than the "average consumer" and are more likely to go above these suggested data caps. Internet service providers shouldn't punish people with enhanced rates because they choose not to subscribe to cable TV and other services.

Over the last 2 decades, the internet has become a huge part of our world. We have been able to connect and communicate like never before. The internet as a whole has done more good than its done harm. Adding data caps on the internet will undoubtedly discourage some people from using the internet to its fullest potential. Imposing data caps on the internet is a foolish move on Comcast's part, and it shouldn't be tolerated. At the very least there needs to be healthy competition between ISPs.

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**Ticket: # 640046 - Comcast Monopoly and Data Caps****Date:** 11/6/2015 5:52:09 AM**City/State/Zip:** The Woodlands, Texas 77070**Company Complaining About:** Comcast

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**Description**

I'm writing because I'm concerned for the state of American freedom and capitalism. Comcast is now rolling out extremely limited data cap plans that will spread across the country over the next few years. We have no competition or choices. Comcast wishes to force consumers to use their cable TV, especially NBC Universal content (which is terrible). I don't have time to watch an hour of commercials for things I don't want every night because Comcast wants to squeeze out more profit from the American people and bribe politicians for the ability to destroy the capitalist system. I've been insulted by Comcast employees when I've tried to cancel or downgrade their services in the past. Why would a good, honest Christian allow this to happen to the American people? Why would a good person even work for this company? My grandfather uses sign language to communicate with his friends over video chat but with a 300GB data cap he'll be cut off from everyone after a few days. Why does the FCC want Americans with Disabilities to suffer?

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**Ticket: # 640051 - Data Caps for wired internet service**

**Date:** 11/6/2015 6:29:39 AM

**City/State/Zip:** Columbiaville, Michigan 48421

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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[Ticket: # 640066 - Comcast is anti-consumer. They are continuing to enact data caps on users across the country.](#)

**Date:** 11/6/2015 7:14:19 AM

**City/State/Zip:** San Diego, California 92154

**Company Complaining About:** Comcast

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## Description

Dear FCC,

As you may be aware, Comcast has recently announced plans to begin enforcing a 300GB data cap on a large part of it's customer base. I find this change extremely concerning. Natural monopolies (due to support from corrupt politicians), limited servicing options, and shady contracts (that are expected to be followed by the customer but not Comcast) make it difficult or impossible for myself and many others to switch to another provider with service that meets our needs. Comcast is not the only internet service provider (ISP) that uses data caps: Time Warner Cable, AT&T, Verizon, and Cox Communications are also guilty as are the mobile phone carriers (AT&T, Verizon, T-Mobile, Sprint, etc). As we've seen with cell phone data usage, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Comcast (and their fellow ISPs) will argue that they are doing so in fairness to the customer. They will say they are providing a courtesy to their customers by allowing them to choose how much data they use a month. They will argue that they are not limiting customers' data usage because customers will be able to pay extra to use more data each month. This is a hollow attempt to make an obviously anti-consumer practice appear as if it is positive when it is anything but that.

The internet is no longer a luxury - it is a critical part of modern life. I'm imploring you to do everything in your power to stop this trend before it continues to spread and outlaw the practice altogether.

Regards, (b) (6)

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**Ticket: # 640086 - Comcast Data Caps**

**Date:** 11/6/2015 7:58:31 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15212

**Company Complaining About:** Comcast

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## **Description**

A Comcast salesman convinced us to switch to their service last month, promising a "lateral move" from Fios, which was clarified to mean that we would retain all the same services but pay over \$1,000 less than our plan with Verizon. We switched, and now I'm hearing about all sorts of data caps in trial markets. Our account is not yet effected, but I want to make sure that I will have the right to break my contract and switch back to Verizon if Comcast tries to enforce a data cap.

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[Ticket: # 640092 - Data caps](#)

**Date:** 11/6/2015 8:07:47 AM

**City/State/Zip:** Marietta, Georgia 30008

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently started data caps on my service. This is a serious monopolistic business practice which is illegal in every part of the free world except here. The fact that Comcast can charge such exorbitant rates and still think they have any right to charge even more is ludicrous. America has worse internet than most industrialized nations, and it is precisely because practices like this are not prosecuted properly.

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[Ticket: # 640094 - Comcast data caps](#)

**Date:** 11/6/2015 8:10:47 AM

**City/State/Zip:** Atlanta, Georgia 30344

**Company Complaining About:** Comcast

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**Description**

Stop data caps as a cash grab

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**Ticket: # 640097 - Comcast Data Caps**

**Date:** 11/6/2015 8:14:15 AM

**City/State/Zip:** Canton, Michigan 48188

**Company Complaining About:** Comcast

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**Description**

I live in an area where data caps have not been implemented, but I would like to voice my extreme displeasure at this unfair business practice.

Comcast has a monopoly in all but name. Their planned roll-out of data caps is unneeded, exploitative, and extremely monopolistic. We consumers rely on you, the FCC, to protect us from unfiltered evil business practices like this.

Comcast rolled this plan out to select market under the (completely untrue) guise of "congestion management." Now, they are changing their reasoning to 'fairness.' "Well, these test markets have caps, so it's only fair to roll it out to everyone!"

This is not only shady and dishonest; it's plain lazy.

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**Ticket: # 640098 - ISP Data Caps**

**Date:** 11/6/2015 8:15:26 AM

**City/State/Zip:** Mauldin, South Carolina 29662

**Company Complaining About:** Comcast

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## **Description**

Comcast is in the process of rolling out data caps for their Internet services. This concerns me greatly. Most of us do not have alternative ISP's to choose from so we have no reason but to live with these changes. This new pricing plan is harmful to the development of the Internet and is based purely to get more money from customers who have no alternative options. I'm afraid that with Comcast rolling out this plan, that other ISP's will follow suit.

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**Ticket: # 640099 - Regarding Comcast's Upcoming Data Policy**

**Date:** 11/6/2015 8:21:01 AM

**City/State/Zip:** Swanton, Vermont 05488

**Company Complaining About:** Comcast

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**Description**

It's come to light that Comcast plans to enforce a 300GB data cap on much of it's southeastern US customers, charging a considerable fee for every 10 GB used over the 300GB limit.

This is an issue that will only get worse with time if left unchecked. Comcast's effective range on this policy will increase, other companies will follow suit, data caps will lower and prices for plans will shift higher while keeping customers locked away from switching providers by adjusting their contracts in shady ways - in the end, only the consumer will be hurt by this.

Thank you for reading.

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**Ticket: # 640107 - Comcast data limits**

**Date:** 11/6/2015 8:29:05 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15205

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

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[Ticket: # 640111 - Comcast's new data cap](#)

**Date:** 11/6/2015 8:35:13 AM

**City/State/Zip:** Harrisonburg, Virginia 22802

**Company Complaining About:** Comcast

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## Description

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) 

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**Ticket: # 640118 - Comcast and new Data Plans**

**Date:** 11/6/2015 8:43:17 AM

**City/State/Zip:** North Attleboro, Massachusetts 02760

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of its customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I currently have no other option for broadband internet.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives and necessary for mine as I work in the healthcare industry. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640126 - Comcast**

**Date:** 11/6/2015 8:49:45 AM

**City/State/Zip:** Kensington, Connecticut 06037

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640148 - Comcast Data Caps****Date:** 11/6/2015 9:19:16 AM**City/State/Zip:** Cherry Hill, New Jersey 08003**Company Complaining About:** Comcast

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**Description**

I'm writing to formally complain about Comcast intent to expand data cap usage. As I'm sure you've heard from other complaints, Comcast intends to limit subscribers to 350gb data/month and then charge fees for going over. First, I think this is an unfair business practice in an attempt to keep people from dropping their cable and using the Internet through Netflix, Hulu, HBO GO, and other streaming services for their entertainment instead of relying on Comcast Cable as their main provider. And the only way they can create this anti-competition environment is by limiting end-users from freely using these services without the threat of fees for going over a monthly data allotment.

Secondly, our devices are consuming more data now than ever and these data caps are just a fee for technology users by Comcast for basic device usage. For example, Microsoft has pushed digital purchases through their Xbox Live service. The most recent game Halo requires a 55 gb download between the game and an update that is required to play the game. Now for those with a 350 gb monthly limit, the game download alone is 1/7th of the data cap. It's not uncommon for there to be additional game updates ranging from 1-10gb that is required to continue to play the game online. If corporations like Microsoft are encouraging users to go digital then there needs to be protection against what Comcast is trying to do which is essentially charging a fee to use your device to it's fullest capability.

In many areas Comcast has no competition which enables them to carry out these unfair practices because there is no real alternative for people. I recommend you investigate Comcast for these unfair business practices.

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[Ticket: # 640154 - Comcast](#)

**Date:** 11/6/2015 9:20:06 AM

**City/State/Zip:** Somerville, Massachusetts 02145

**Company Complaining About:** Comcast

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## **Description**

The Comcast data cap is horrific and will hurt subscribers. The only reason to do it is to charge more money for something that should be a public utility. This needs to stop.

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[Ticket: # 640156 - comcast data cap](#)

**Date:** 11/6/2015 9:22:31 AM

**City/State/Zip:** Tucson, Arizona 85735

**Company Complaining About:** Comcast

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## **Description**

I live in Tucson Arizona, my only option for Internet access is through Comcast. They rolled out a 'trial data cap' several months ago. I am completely against this data cap concept on my service use as it is limits my use of the Internet in an unreasonable manner. I wish to complain that these data caps be made illegal, at least in areas where there is a monopoly or duopoly on the available service.

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**Ticket: # 640158 - Comcast Data Caps**

**Date:** 11/6/2015 9:25:49 AM

**City/State/Zip:** Whitesburg, Tennessee 37891

**Company Complaining About:** Comcast

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## **Description**

Why is Comcast being allowed to use data caps? We live now where internet is an essential part of everyday life. Many people stream their entertainment online and even do all of their work online. Students also use the internet for studying. They could be using it for classes. They could be streaming videos for studying, class lectures, or even doing group projects. Now Comcast is saying put out or get out. This is ridiculous. Newer generations are going to grow up doing more on the internet and internet usage is just going to grow. The public doesn't get charged for using the telephone anymore than usual. They don't get charged extra for watching too many hours of TV. How is this any different?

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**Ticket: # 640175 - Comcast Data Caps**

**Date:** 11/6/2015 9:29:08 AM

**City/State/Zip:** Hialeah, Florida 33016

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640186 - New Comcast internet data cap**

**Date:** 11/6/2015 9:33:07 AM

**City/State/Zip:** Nashville, Tennessee 37204

**Company Complaining About:** Comcast

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## **Description**

Without any real competition, Comcast continues to run wild with policies for its internet service. The latest news is that they have instituted a 300GB data cap here in Nashville, TN. They explain that this move is designed to help curb data hogs and make sure network congestion is managed - the problem is that they offer unlimited data usage for the exact same service for an additional \$30 per month, a clear sign at yet another money grab. This is really designed (in my opinion) to stop customers from "cutting the cord" and turning exclusively to streaming services as an alternative to Comcast's cable and content offerings. By instituting a data cap and an extra cost for unlimited usage, they are forcing customers who stream a lot of content to remain with their cable service since the cost of going over the internet data cap will make it financially unfeasible to exclusively stream media in place of Comcast's cable TV packages.

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**Ticket: # 640190 - Comcast's data caps**

**Date:** 11/6/2015 9:35:29 AM

**City/State/Zip:** Chelmsford, Massachusetts 01824

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of its customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640195 - Comcast Internet Data Cap**

**Date:** 11/6/2015 9:36:55 AM

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

**Company Complaining About:** Comcast

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**Description**

I recently became aware of Comcast's plan to begin enforcing internet data caps across large sections of the country. I find this extremely disconcerting both as a Comcast customer and internet user. I'm worried that it will increase the likelihood of other companies following suit with data caps on internet usage.

Their presence as one of the only internet options available in my area means that switching to another provider may not be an option. Furthermore, their new policy is built in such a way that using their own streaming services will not count towards the data cap, meaning I will not have the freedom to choose what internet services I use, but instead will be forced to use Comcast services if I don't want to encounter this data cap.

I ask that you do anything within your power to stop these unfair caps that interfere with the open, neutral aspect of the internet. The internet is a core part of our lives now, and instituting policies such as this that interfere with it's usage set a bad and dangerous precedence.

Thank you,

(b) (6)

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**Ticket: # 640201 - Comcast**

**Date:** 11/6/2015 9:40:24 AM

**City/State/Zip:** Stevensville, Michigan 49127

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you know, Comcast has recently announced the intention to begin enforcing a 300GB data cap on a large part of it's customer base. I find this change extremely alarming as I see no reason other companies won't start doing the same things. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this pattern before it starts. The internet is not just a luxury anymore - it is a critical and important part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640204 - Data caps**

**Date:** 11/6/2015 9:44:45 AM

**City/State/Zip:** Golden Valley, Minnesota 55427

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. These data caps serve no technical purposes. It is merely a way to increase revenue. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives.

Regards,

(b) (6)

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**Ticket: # 640235 - Comcast Data Caps**

**Date:** 11/6/2015 9:51:10 AM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640258 - Comcast data caps**

**Date:** 11/6/2015 9:56:41 AM

**City/State/Zip:** Knoxville, Tennessee 37921

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640273 - Comcast data caps**

**Date:** 11/6/2015 10:08:38 AM

**City/State/Zip:** Salem, Virginia 24153

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they will be expanding their data cap program into additional cities in December. When these data caps arrive later for my locality, they will severely negatively impact my service. Their 300 GB cap per month is entirely too low a limit. I have 150 Mbps service and I could hit the 300 GB cap in as little as 4.5 hours. Their solution of charging \$10 per 50 GB after 300 GB or paying \$35 additional more for unlimited is unacceptable and extremely costly. \$35 more per month for essentially the same service I have now amounts to about a 50% per month bill increase.

Last month, my family of four used over 500 GB and it would only likely increase in the future.

Another consideration is a great deal of the data that we "use" is not things we desire. The Internet is swarmed with advertisements and webpages that automatically start playing videos when we connect to them, whether we want them or not. That all adds up to our total and it's not something we have control over.

If they are allowed to go through with this, I'll have no choice but to cancel several streaming services my family uses on a daily basis, including Netflix, Amazon Prime Video, HBO Now and MLB.TV. If enough people do this, it will impact businesses that employ many people around the country, possibly leading to lost jobs. I will also definitely be reducing my service to the least expensive option they offer. I live in an area where they are the only high-speed provider, so I cannot "vote with my pocketbook" and take my business to another company.

Comcast says this will only impact 8% of their customers, but I find that dubious. Either way, its a number that would only get larger quickly in the near future.

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**Ticket: # 640277 - Comcast data CAPS**

**Date:** 11/6/2015 10:09:54 AM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

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**Ticket: # 640296 - Comcast data cap roll out**

**Date:** 11/6/2015 10:16:57 AM

**City/State/Zip:** Denver, Colorado 80220

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640297 - Comcast Data Capping**

**Date:** 11/6/2015 10:17:02 AM

**City/State/Zip:** Eastampton, New Jersey 08060

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640304 - Abuse of monopoly**

**Date:** 11/6/2015 10:19:58 AM

**City/State/Zip:** Baltimore, Maryland 21201

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640312 - Comcast Data usage charges**

**Date:** 11/6/2015 10:23:16 AM

**City/State/Zip:** Tamarac, Florida 33319

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640339 - On Comcast's incoming data caps**

**Date:** 11/6/2015 10:30:24 AM

**City/State/Zip:** Winter Park, Florida 32792

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640341 - Comcast Data Caps****Date:** 11/6/2015 10:30:55 AM**City/State/Zip:** Atlanta, Georgia 30346**Company Complaining About:** Comcast

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**Description**

As I am sure you are aware, Comcast has began rolling out its 300gb/month data cap in Southern States. This is ridiculous that nothing has been done about it. This is an obvious attempt to circumvent net neutrality. Users who stream services (tv, video games, music, and movies) are being targeted because we are cutting cable out. Users who do not use these services often do not notice this much but those who use the internet as their main media provider do. Rather than charging companies who provide these services, Comcast is bringing the cost to users, and that is absurd. Streaming an hour of Netflix can average 2gb/hour and I am sure that most families stream tv about 5 hours a day meaning they are hitting about 300Gbs at the 30th day of the month, not counting anything else. This makes it just so that users who stream have to pay more. It is crazy that countries with less infrastructure have better and more affordable internet. Korea has had 1gb down for almost a year now. Why is it that we get charged ridiculous prices for a fraction of that, and now these caps being rolled out are taking us further back. In this day and age, Internet is no longer a commodity, but rather a necessity to stay competitive in the global market. Comcast is hindering our growth with these barbaric restriction. Please do something about these crimes against humanity. At a minimum raise the cap to 450/GB. After doing some research and calculations, this is the sweet spot where streamers will not be penalized but data hogs who torrent TB of data are.

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**Ticket: # 640346 - Internet Data Caps & Comcast****Date:** 11/6/2015 10:33:36 AM**City/State/Zip:** Harleysville, Pennsylvania 19438**Company Complaining About:** Comcast

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**Description**

Dear FCC,

The internet has become an essential part of modern society. We rely on the internet for countless aspects of our personal and professional lives. It's no longer a luxury; it's a critical component to our lives as Americans and to my life as a working professional. The data caps being imposed by Comcast threaten the ability of all Americans to access and utilize the internet. Due to the current monopoly in the ISP marketplace I only have a choice between Comcast and Verizon and they have exactly the same pricing. I'm concerned that once Comcast realizes they can get away with these data caps due to their massive market monopoly that Verizon will follow suit and I'll have no other alternatives for high-speed providers. I'm a small business owner who utilizes a VOIP phone system (This is a phone system that utilizes the internet rather than a typical land-line). I rely on my internet connection for every single aspect of my business. From phone calls to emails to marketing I rely on the internet. These data caps being imposed by Comcast threaten my personal livelihood and the livelihood of my employees as I'm an employer and a job creator. The ISP's talk about how there is plenty of competition in the marketplace because of the number of providers but this is absolutely false when you look at the markets regionally. Pick an address anywhere in the USA and chances are there are only 1-2 providers available. It's a race to the bottom right now as the big ISP's do their very best to restrict and monetize every single aspect of consumer interaction with the internet.

It's time for the FCC to stand up for the best interests of the American people and stop Comcast & Verizon from taking advantage of consumers. Please do not permit Comcast to enforce these ridiculous data caps. Stand up for the American people, no one else is.

Sincerely,

**(b) (6)**

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**Ticket: # 640404 - Comcast Data Cap**

**Date:** 11/6/2015 10:51:06 AM

**City/State/Zip:** Huntsville, Alabama 35803

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640433 - Comcast Data Caps**

**Date:** 11/6/2015 11:02:52 AM

**City/State/Zip:** Memphis, Tennessee 38120

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As you know, Comcast/Xfinity has data caps for its internet service in certain markets for several years; in my market, Memphis, TN, this cap has been set at 300 GB per month with \$10 overage charges per 50 GB over.

My major complaint today is that these caps are arbitrarily low measures put in place by Comcast purely as a way to further profit on the backs of consumers. They punish those who upgrade internet packages for faster speed, making it so that they will hit their caps even faster every month. For example, I have a 75/10 Mbps plan with Comcast; with this plan I would hit my cap in roughly 9 HOURS of full speed usage every month.

As a graduate student in the Online Masters of Science in Computer Science program through Georgia Tech, I am a heavy user of internet services for the classes I am taking. These classes focus on cutting edge technologies and services that will help train me for work in the fast-paced and growing field of software engineering and other computer sciences. This use, my use of VPN for working from home, plus personal use for internet media such as streaming video and audio, means that I am very close to the cap at the end of every month, causing me to curtail my school, work, and leisure activities in favor of saving money.

In addition, Comcast is certainly using this cap as an anti-competitive tool in its fight against streaming services such as Netflix; its own services are exempt from counting against the cap. With very limited choice in ISP's, there is almost no way to avoid this issue by choosing another service. I am forced to go with Comcast, and they are forcing this data cap on me and millions of others.

In summary, Comcast's data caps are an anti-competitive and anti-consumer restriction on the Internet that I feel should be deemed unnecessary and even illegal. Please help remove this limit on everyone's access to the internet.

Thank you for your time,

(b) (6)

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**Ticket: # 640465 - Comcast data cap**

**Date:** 11/6/2015 11:13:21 AM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640479 - Data caps**

**Date:** 11/6/2015 11:16:31 AM

**City/State/Zip:** Tampa, Florida 33603

**Company Complaining About:** Comcast

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## **Description**

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. Data caps are unacceptable in any way.

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**Ticket: # 640485 - Comcast is ripping a lot of us off**

**Date:** 11/6/2015 11:18:26 AM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Recent leaked documents circulating on the news have brought new light to this complaint. Comcast has been deceiving people by saying that "this is a data plan, not a cap." off a script.

They are also instructing their people to say that this is not about Congestion Management.

The 300GB Data Cap they are imposing on me is just not fair. I paid for unlimited data.

They will say that "majority" of their customers do not go over the 300GB cap. Of course they won't. Most of their customers are old people who hardly use data. They are maneuvering to penalize users who do not subscribe to their cable tv package.

Given that the cost (to them) of a GB is roughly a penny, they will be charging overage at a markup of 2000%! While they are claiming that they do not limit data usage in any way, this scheme most certainly limits data usage financially.

"It costs us to have this bandwidth." Exactly. That's what I pay them for.

Don't even get me started how XFINITY's own services do not add up to this data cap.

The best part? They try to insult your intelligence by responding to this (or my previous one) complaint with a call from a guy, talking off a script, hoping that the customer would not have an IT/Communications background, and fact-check everything he has said.

If Comcast has to rip people off because they are having difficulty providing a service, maybe the FCC has to look into the natural monopolies they have in many cities. And news is, they are planning on pulling this shit on more cities.

I could place attachments, but "someone" keeps taking them off the Internet. Here's a link:  
[http://www.reddit.com/r/technology/comments/3rnfnm/leak\\_of\\_comcast\\_documents\\_detailing\\_the\\_coming/](http://www.reddit.com/r/technology/comments/3rnfnm/leak_of_comcast_documents_detailing_the_coming/)

And before they question the legitimacy of "documents leaked all over the internet," maybe they shouldn't be trying so hard to take them off the internet in the first place.

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**Ticket: # 640486 - Comcast data caps**

**Date:** 11/6/2015 11:18:40 AM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640487 - Comcast Data Caps****Date:** 11/6/2015 11:19:02 AM**City/State/Zip:** Brunswick, Maine 04011**Company Complaining About:** Comcast

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**Description**

I am writing to complain about the data caps on internet data that Comcast has instituted in some areas and is planning to expand to far more territories in the United States. Put simply, there is no justification for data caps other than price gouging their customers. The only reason that Comcast (and others) could even consider data caps is that they hold monopolies in many areas of the country. If they limit what their customers can do online, those customers are largely unable to change services to a competitor because there is no competitor in their area.

Comcast is instituting a data cap at 300GB per month, and charging an additional \$10 per 50GB after that, an absurdly low number given how more and more people are moving toward streaming content. Netflix's own numbers on how much data their platform uses (seen here:

(b) (6) ) would put user's as using the entirety of their 300GB data plan after 23 movies in Ultra HD quality (which is 1080p). That is less than two hours of 1080p content per month before I run past the data cap that Comcast has instituted. That is a number that is low enough that it prevents me from being able to save money by cancelling my cable service and using the internet to access my content. That is not a fair business practice, and it is a transparent attempt from Comcast to prevent their customers from being able to cut out their Comcast cable bill. But this is just today. Netflix and others are moving toward 4K streaming options, which would greatly increase their data usage. I, as a customer, should not have to lessen my internet experience because my ISP (Comcast) is strong arming me into a data plan.

Furthermore, Comcast states that roughly 90% of its customers use less than the data cap. Ignoring that I find that percentage to be highly suspect given how popular online streaming and gaming services are, it forces one to ask why Comcast would need to institute a data cap at all. If so few customers use 300GB or more, how does Comcast justify charging them more? No one would allow Comcast to charge their cable customers based on many hours of TV they watched. They should not be allowed to charge customers that use more data more than any other customer.

The only reasons that Comcast is instituting a data cap are that a) they have monopolies in many areas of the country and their customers cannot leave b) they get to charge their customers more money without having to spend any more on infrastructure or equipment (because it's all already in place, how much data is used has no impact on this) and c) it is an unfair business practice to prevent customers from being able to end their cable subscription and access the content they want through services like Netflix and Hulu.

I strongly urge you to put a stop to these data caps because I believe that it is not only an unfair business practice, but that it holds back consumers from being able to get the best internet experience that they can for no legitimate reason. As I said before, you would not allow Comcast to charge its cable customers based on how many hours of television they watch, so why should Comcast be allowed to charge its internet customers based on much data they use?

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**Ticket: # 640528 - Comcast High Speed Internet Data Caps**

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

**City/State/Zip:** Carmichael, California 95608

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640542 - Consumer concerns about Comcast's upcoming data caps**

**Date:** 11/6/2015 11:29:09 AM

**City/State/Zip:** Tallahassee, Florida 32317

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. There is no other high-speed option in my area to switch to.

I live in a connected household. I am not by any means a "data hog." However, I and my family use the internet for on a multitude of devices, for entertainment, education, and business. The world is moving in a streaming, no physical media direction. If I want to download the latest game for my PC or console, I may be required to download a 10GB+ file. That's 1/30th of my proposed "unlimited" limit proposed by Comcast. Add streaming services watched by myself or my family on our TVs, computers, tablets, or phones, and going over Comcast's limit seems a very large possibility.

Comcast claims these changes are because they were unable to create "fast lanes" and charge companies that are responsible for using a lot of bandwidth. You, the FCC, have ruled in favor of neutrality for these businesses. Now Comcast wishes to enforce these costs on their customers. Why are we not afforded the same neutrality to access the internet as businesses?

Comcast also claims that this is only "fair" because of the increased usage. If that is the case, why isn't internet usage meter like my electricity or water utilities. I'm only charged for what I use. Comcast is wanting to charge me a set amount except if I go over what they deem is excessive. If it truly was fair, Comcast would meter my internet usage and I would pay by the GB -- no matter how little or how much I used.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640554 - Comcast Data Cap**

**Date:** 11/6/2015 11:31:34 AM

**City/State/Zip:** Searcy, Arkansas 72149-1145

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) [REDACTED]

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**Ticket: # 640579 - Oppose data caps**

**Date:** 11/6/2015 11:37:17 AM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640597 - Comcast and Data Caps**

**Date:** 11/6/2015 11:40:14 AM

**City/State/Zip:** Colorado Springs, Colorado 80915

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640612 - Comcast Data Caps and Monopoly Power**

**Date:** 11/6/2015 11:44:17 AM

**City/State/Zip:** Washington, District Of Columbia 20008

**Company Complaining About:** Rcn

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts have an effect on the total market which is harmful to consumers, limits innovation, and ultimately limits consumer options.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640673 - Comcast Data Caps**

**Date:** 11/6/2015 12:03:16 PM

**City/State/Zip:** Marysville, Washington 98270

**Company Complaining About:** Comcast

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## **Description**

The Comcast data cap is wrong. They have imposed it as a "issue of fairness" which is a lie. They are clearly gouging in an attempt to make up lost revenue from "cord cutting." Dying markets and services that failed to evolve with the times make these desperate moves. Economic evolution, being slowed to a halt by greed. How is this American? How does this benefit our country? How are you going to let this fascist company control such a significant monopoly on a service that is vital to most of us?

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**Ticket: # 640685 - Comcast Data Caps**

**Date:** 11/6/2015 12:05:09 PM

**City/State/Zip:** Rockville, Maryland 20853

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to apply Data Caps to their internet service. I believe them to be targeting competing media services such as "Slingbox", "Netflix" , and "Hulu" in order to punish customers who do not wish to purchase their Cable TV Products. The rate and fees that internet providers are charging is becoming absurd and pricing strategies are set to "push" customers to buy Bundled services they do not desire. My area has very few options (2) in fact for purchasing high speed internet. Verizon Fios and Comcast Xfinity. Both providers built their businesses on outmoded data services such as land line Phones and Cable Television. They are attempting to prop up the dying components of their business models by gouging customers who are attempting to use modern methods of media consumption. When I purchased internet I was not informed of Data Caps, I was not signing up for a "250GB a month Plan" I was signing up for a tier of internet speed, with no knowledge of any limit to the duration of use at that speed. At the very least it is deceptive marketing, but this is a huge problem for the idea of a free and open internet. Unless there is a physical limitation of delivering that speed consistently (which I assume there is not since they offer additional limits if you pay more) there is no justification for them to cap a customers use and enjoyment of a service they have paid for. Please enact rules to prohibit the practice of capping data on wired internet services. Thank you

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**Ticket: # 640695 - ISP data caps**

**Date:** 11/6/2015 12:10:22 PM

**City/State/Zip:** Daly City, California 94014

**Company Complaining About:** Wave Broadband

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## **Description**

To whom it may concern,

Recently, my roommates and I were hit by a bill for overages from a data cap on our plan from our internet service provider. After discussions with their customer service, we were able to receive credit on our account and their attitude was nothing less than stellar. We will continue to do business with them in the future.

I believe that Wave Broadband may not outright own the cable lines they use, and they may be piggy-backing off another, larger provider's infrastructure. Based on their website, they state they are using "Shared Network Infrastructure". If this is the case, they may be able to make some sort of claim as to "Passing on the Bill to the Customer" as Wave may receive per-gigabyte charges from whoever DOES own the infrastructure.

That being said, data caps, or overage billing in any sense, in any network are absolutely unacceptable and I hope that the FCC is able to do everything in their power to end this practice before it gets out of hand.

Please note that other major ISPs are currently rolling out data caps to make it difficult for so-called "Cord Cutters" to exist, (people who don't sign up for Cable TV and Phone, since a vast majority of content is available peace-meal on the internet for those who choose to pay networks directly, or bypass it entirely).

By enforcing Data Caps, or billing for overages, cable networks are able to slow this trend and keep themselves relevant in the more lucrative phone and television space, by setting up artificial barriers toward the progress of content consumption, which has been transitioning to Internet-Only for the last few decades.

Also important is to note that the typical cost per gig on most principal data routes is in the pennies per gigabyte and is getting lower all the time, with advances in infrastructure and equipment. These advances have historically not held trend with overage billing, which frequently is billed in dollars per gigabyte, not handfuls of cents per gigabyte. A responsible ISP, which continually adds new hardware to meet demand, (note: Not by restricting supply, as is the case with overage billing), would be able to charge less and less over time for overages, or offer more usage on the same plan. This has not been the case, and reflects the lack of incentive for these industries to do just that.

This is a classical racketeering situation, and must be addressed by killing it now, before it is allowed to take root as a "standard".

The FCC need not look very far to find stories where Google Fiber or local ISPs started offering Gigabit Internet services to communities, only for major players to MAGICALLY be able to offer

competitive gigabit speeds at FAR lower prices than what they were offering prior to seeing actual competition.

Overage billing has not been enacted/enforced in the past although they are making a push to start doing it now, most likely in an attempt to subvert the reclassification as Title II and continue to profit obscenely while letting their infrastructure stagnate.

For economic context, it's hard to imagine a world where Netflix and Hulu and YouTube and other new companies would have been able to shake up the marketplace if metered billing was a thing in 2002, when we might have thought a 20GB plan was acceptable. Overage billing does nothing but stagnate the marketplace as a whole and prevents new businesses from being formed, simply because we don't know where or how the next internet innovation will come to be, but it's fair to say it'll probably need bandwidth. And with advents in 4K TV, Augmented and Virtual Reality platforms, and distributed content networks becoming more and more widespread, it's fair to say that next generation platforms will need a LOT of bandwidth.

I hope that you do everything in your power to stop this before it becomes a major issue for the nation, and for America's place in the technological landscape in the future. Thank you.

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**Ticket: # 640717 - Comcast Data Cap**

**Date:** 11/6/2015 12:17:49 PM

**City/State/Zip:** Wheatfield, Indiana 46356

**Company Complaining About:** Comcast

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## **Description**

I have been a paying customer for Comcast's Internet service, Xfinity, for many years. Recently, they have decided to implement a data cap for all consumers. This is an outrage, as Comcast has always been the big titan of "No data caps" for a very long time. If they add this sort of cap in, then it will severely effect the average American as a large portion of the United States uses Comcast, or a derivation of their company. Another policy they are attempting to enforce is to offer you an "unlimited cap" if you pay a significantly higher fee than other customers. This is a violation of the Open Internet/Net Neutrality bill, and action needs to be taken ASAP.

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**Ticket: # 640818 - Comcast Data Caps**

**Date:** 11/6/2015 12:48:28 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640930 - Comcast Data Caps**

**Date:** 11/6/2015 1:21:38 PM

**City/State/Zip:** Little Rock, Arkansas 72202

**Company Complaining About:** Comcast

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## **Description**

I have been made aware that as of December 2015 a data cap will be placed on my internet usage in my home town of Little Rock, Arkansas. I was only notified of this through a press release from Comcast, and have as of November been given no written warning that my data would soon be capped.

My home runs off of it's data connection. I use the internet for VOIP phone, for streaming video such as Netflix, and to pay my bills. Data caps are a blatant effort by Comcast to force users to return to services such as landlines and Cable television, which is losing market share to the internet. I do not see how a private company such as Comcast should be able to use blatant price fixing to try to force users to buy their products.

Putting a cap on that data stream amounts to penalizing it's use. I take home \$1440 a month. After all of my expenses are paid I have around \$100 for anything that is not a bill. One overage fee from Comcast could put me into debt for two months. I cannot afford their service any longer, which means I won't be able to use phone or television at all. I am not a lawyer. I do not know if this is an antitrust issue, or a monopoly, or net neutrality, but I am asking you to please stop Comcast rolling out caps in my area.

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[Ticket: # 640969 - Data Caps](#)

**Date:** 11/6/2015 1:32:01 PM

**City/State/Zip:** New Orleans, Louisiana 70115

**Company Complaining About:** Comcast

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## **Description**

Please do not allow ISP's to implement data caps. There is no finite resource to conserve, it is simply a predatory money grab from monopolistic companies. It doesn't affect my area, but if you allow it in other areas it will in time.

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**Ticket: # 640958 - Comcast Data Caps**

**Date:** 11/6/2015 1:28:25 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has been enforcing a 300Gb data cap on the Atlanta metro area as well as other regions nationwide. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. In Atlanta, the only other option I have is ATnT Uverse which is extremely slow and very expensive.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640985 - Data Caps**

**Date:** 11/6/2015 1:35:39 PM

**City/State/Zip:** Scottsdale, Arizona 85254

**Company Complaining About:** Cox

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## **Description**

Data caps are not needed by any ISP. The only reason that an ISP institutes them is to destroy the streaming services like Netflix, Hulu, and Amazon Prime. Those services, and any future services, are in direct competition with the cable tv programming that most ISPs offer. The streaming services usually offer better selection, convenience and price. This is an attempt by a monopoly to destroy emerging online services. Cox cable has a softcap but I believe they are looking into hard caps. Comcast is instituting caps all over the country to do nothing but price gouge people on their connection. This is going on when bandwidth and storage space are the cheapest it has EVER been. This is just predatory price gouging by Comcast, who plans on instituting their new data cap scheme in Tucson Arizona, a city dominated by retirees, on fixed incomes, who can be subjected to the price gauging efforts of a municipal monopoly. Stop data caps please!

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[Ticket: # 640987 - Data caps](#)

**Date:** 11/6/2015 1:35:56 PM

**City/State/Zip:** Birmingham, Alabama 35216

**Company Complaining About:** Comcast

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### **Description**

I don't agree with isps setting and enforcing data caps solely to milk more money from their consumers, especially in markets where there are few options for broadband Internet.

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[Ticket: # 640993 - Comcast Data Caps and Net Neutrality](#)

**Date:** 11/6/2015 1:37:49 PM

**City/State/Zip:** Mobile, Alabama 36619

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy and further roll out (I am actually in a Comcast market that has had it for years) is a blatant net neutrality issue. It is only being used to discourage and stifle new online TV alternatives under the guise of "fairness." Please investigate Comcast's use of data caps or data "usage" policies, especially in areas that have little to no competition and please don't wait for nonexistent competition to suddenly show up.

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**Ticket: # 641046 - Comcast imposing Data cap on service I purchased as unlimited**

**Date:** 11/6/2015 1:48:52 PM

**City/State/Zip:** Coral Springs, Florida 33065

**Company Complaining About:** Comcast

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### **Description**

300gb Monthly Data cap imposed without consent. Now I pay the same amount for less service and I do not have any other option for service in my area. My bill will now go up after the cap is reached with nothing to show for it other than using my service in the exact same way I've used it for years.

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**Ticket: # 641125 - Comcast Data Caps**

**Date:** 11/6/2015 2:05:17 PM

**City/State/Zip:** Alexandria, Virginia 22301

**Company Complaining About:** Comcast

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## **Description**

I am a subscriber to Comcast Internet (the only provider in my area for hard lined internet access.) My fiance and I live in a home together, and rely on the internet for downloading of purchased games and music as well as streaming of movies on Netflix, Hulu, and other sources. We are also both careerists and do a great deal of our work from home remotely. The new data cap from Comcast that is being forced on our account will prevent us from both utilizing this service to our normal usage at the exorbitant cost of overage fees for anything that goes above our cap. We already pay a ridiculous amount for internet usage (as compared to previous years) and now will have to limit our personal use so that we can ensure enough usage for work. We do not even have an option to expand our data for an additional fee. This to me is egregious on the part of Comcast, who is constantly demanding more from their customers (in both patience and finances) and offering infinitely less. I'm aware that it makes the most sense to directly express my opinion to Comcast, but we are not even a drop in their bucket, and I can assure you they do not listen (I have definitely tried.) I would also consider using another provider, however Comcast is the only one in my area. This to me seems like a serious violation of my consumer rights.

Regards,

(b) (6)

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**Ticket: # 641128 - Upcoming Comcast Data Caps**

**Date:** 11/6/2015 2:05:45 PM

**City/State/Zip:** Dayton, Virginia 22821

**Company Complaining About:** Comcast

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## **Description**

Comcast has been working on implementing new data caps across portions of the United States. They don't like to call them data caps, but refer to them as "Data Usage Plans". Their claim is that they don't limit usage at or above that point, except, conveniently, financially.

As one of many cord cutters, as we're called, I think this is a move on Comcast's part to attempt to force people onto their cable TV service offerings because they know that streaming services by their nature use large amounts of data.

I believe the recently leaked customer service training documents are even more enlightening. Comcast is now training their staff to not say it is about congestion management, specifically adding, "It is not" and now claiming it is about "Fairness and providing a more flexible policy to our customers."

I don't know what can be considered fair about having some portion of the country under this "plan" and another portion under a 250 GB usage plan that (conveniently) isn't enforced. (Notice they're not saying unlimited, that's another thing their employees are directed to not say.)

I ask that the FCC do everything in their power to prevent this practice from spreading further.

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**Ticket: # 641131 - Net Neutrality, price gouging, illegal practice.**

**Date:** 11/6/2015 2:06:15 PM

**City/State/Zip:** Miami, Florida 33187

**Company Complaining About:** Comcast

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## **Description**

Firstly, let me state that this is my second complaint. The first garnered the required call from Comcast / XFINITY. I was offered the "opportunity" of paying more money a month and a description of the data cap, which I was already fully aware of.

Another worthless call to waste my time from Comcast is of no value to me. It does not solve the problem and turns into a sales call for so-called "unlimited" services. This is beyond unacceptable.

XFINITY / Comcast are engaged in a punitive battle against Net Neutrality. These households that use online streaming services like Netflix are being and will be subject to a 40% to 80% unexpected price increase. This is both unfair and illegal... it MUST be stopped immediately. They are engaged in the practice preferring Xfinity services over others. This is patently illegal and the company itself should stop these practices and be heavily fined. In my, and many other areas, Comcast / Xfinity essentially has a monopoly. This is both wrong and illegal.

They are also engaged in predatory pricing tactics and breach of contract. Comcast has decided to engage in "data caps" which are a back-door method of increasing costs to consumers for the exact same data they were receiving before. The "data caps" are set intentionally low in order to bypass Net Neutrality and punish consumers with back-door defacto price increases.

Make no mistake, there is no negative fiscal or technical ramification to Comcast tripling the so called "data cap" in order to accommodate current Net Neutrality based usage, with increases occurring each year. After over 15 years in Information Systems, I am simply stating a fact.

Their pricing tactics are designed to punish family households with Internet streaming services with multiple (children, adults, etc) users of data. More users equals more data. Typically, there are more users in a family household.

Comcast should be charged triple damages for breach of contract. The contract is to provide and guarantee a certain "speed" of access, not the AMOUNT of access that can be afforded. This is at the very heart of Net Neutrality.

Soon, my family household will be subject to a minimum of 50% increase in service costs. This is OUTRAGEOUS and needs to be stopped immediately!

Thank you for your time in reading.

(b) (6)

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**Ticket: # 641143 - Comcast Data Caps Serve No Technical Purpose****Date:** 11/6/2015 2:11:23 PM**City/State/Zip:** Rossville, Georgia 30741**Company Complaining About:** Comcast

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**Description**

As per the attached PDF, I have recently received an email from Comcast informing me that beginning Dec 1st they will be implementing a 300GB data cap on my internet service. I would like to file a formal complaint because as per Comcast's own talking points (see attached photo) this data cap has NOTHING to do with traffic management (which they had previously said it did). If it was a traffic issue they would not continue to offer an unlimited option! This means that, according to Comcast, there is no technical reason for the data cap. Which means the only real reason it to raise prices in markets for which they have no real competition (like my local market). Previous to Dec 1st 2015 I was paying one price for unlimited data. After Dec 1st for the SAME exact level of service I would have to pay an additional \$35 per month. So if the cap is not a technical purpose than why is it? It's because they are going against Net Neutrality. The only people the cap hurts are those that do not have their cable TV service, and stream most of their TV shows on services like Netflix. They are penalizing people who use services like Netflix, plain and simple. And they are not doing it in a fair way, since they don't do this in markets that they have real competition in! This must be stopped.

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[Ticket: # 641247 - ISP Data Caps](#)

**Date:** 11/6/2015 2:30:35 PM

**City/State/Zip:** Burlington, Vermont 05401

**Company Complaining About:** Comcast

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## **Description**

I do not think that data caps should be an enforceable limitation for Internet Service Providers. I believe this because the internet is not limited by quantity but by the infrastructure. As such, I believe it is fair to have speed caps.

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**Ticket: # 641341 - Comcast Data Cap**

**Date:** 11/6/2015 2:54:05 PM

**City/State/Zip:** Chicago, Illinois 60660

**Company Complaining About:** Comcast

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### **Description**

I am deeply concerned about Comcast's encroaching data caps throughout the country. I live in Chicago and have not received a data cap (yet) but i fear Comcast will impose the caps nationwide. They have openly admitted the caps are not about congestion management, but a way to milk money out of customers who would rather watch internet video than their cable service. This violates net neutrality and i expect the FCC to fight data caps fast and furiously.

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**Ticket: # 641435 - Comcast Data Caps**

**Date:** 11/6/2015 3:20:51 PM

**City/State/Zip:** Greenville, Kentucky 42345

**Company Complaining About:** Comcast

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## **Description**

Areas nearby my home are being data capped without any justification. There are not that many other providers in the area, anyway, and I'm afraid that other companies nearby will suddenly start capping data. I am worried that people in my area will be taken advantage of, as many do not understand telecommunications enough to realize that they are being charged extra for what they used to have already. With many children's education being dependent on internet usage, this may hinder an area with poor education standards by causing their internet to stop working and thereby prevent them from obtaining school work.

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**Ticket: # 641501 - Data Caps**

**Date:** 11/6/2015 3:34:22 PM

**City/State/Zip:** Indianapolis, Indiana 46204

**Company Complaining About:** AT&T

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## **Description**

Data caps are arbitrary and a money sucking scheme from companies that monopolize entire markets and extort the people living there. Even cell phone companies infringe on the building of new cell towers by competing companies to weaken competition and drive up prices - data should be unlimited and not price gouged. I'm capped out at 1 gig a month for \$35 with \$10 on top of that for every gig I use over that. Internet is no longer a luxury, it is a necessity and should be available as such without extreme, nefarious pricing.

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**Ticket: # 641689 - Comcast "Data Usage Plan"**

**Date:** 11/6/2015 4:18:57 PM

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

**Company Complaining About:** Comcast

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## **Description**

As of right now, Comcast has a regional monopoly in my area, and they are adding a "Data Usage Plan" that amounts to a data cap on consumer Internet service of 300GB per month. While normally this might not be an issue, I work with computers and may have to work from home once in a while. Comcast's data cap could cause issues and cost extra on those occasions, and I request that the FCC look into this and instruct Comcast to remove data caps.

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**Ticket: # 641704 - Comcast Data Caps**

**Date:** 11/6/2015 4:22:40 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is currently beginning to implement data caps for cable Internet. While I am currently not in a market where they are "testing" this practice, I am deeply concerned about its impact. There are no technical reasons that Comcast should be capping customer data. In fact, their VP of of Internet services said as much (<http://bgr.com/2015/08/16/comcast-data-caps-300-gb/>). It does not appear to be a technical constraint forcing Comcast to curb usage for the betterment of the network. Their current stance is that it is about "fairness." However, it's never defined what Comcast means by this practice being fair to consumers. In fact, it seems to be the exact opposite. This appears to be nothing more than a money grab to extort customers trapped in Comcast regional monopolies. This practice of capping cable Internet needs to be addressed immediately. The Internet needs to remain a free and open vehicle for people to use, communicate, and conduct business how they see fit. it should not be controlled and governed by a small number of corporations trying to bleed every dollar they can out of their customers. Please do everything you can to pull back Comcast's continued attempts to create a less open and less free Internet. Thank you for your time.

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**Ticket: # 641711 - Data Caps**

**Date:** 11/6/2015 4:23:47 PM

**City/State/Zip:** Grand Blanc, Michigan 48439

**Company Complaining About:** Comcast

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### **Description**

Data caps are absolutely a terrible idea. It will actively harm my internet usage and I can't just afford to throw more money at things when I'm poor.

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**Ticket: # 641797 - Comcast Data Caps**

**Date:** 11/6/2015 4:53:17 PM

**City/State/Zip:** Fairfax, Virginia 22031

**Company Complaining About:** Verizon

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**Description**

As illustrated by several articles (b) (6)

(b) (6) and in light of Comcast's own admission (b) (6) that the 300 GB doesn't have a technical purpose, it seems that Comcast has enough bandwidth to support more than 300 GB/month for its customers. If Comcast's rationale in capping data at 300 GB is to manage congestion, then they theoretically wouldn't be able to manage congestion and traffic when enough people sign up to pay the extra \$30-\$40 for unlimited bandwidth. If the average usage is 30-40 GB (based on Comcast's own admission), then why do they even have a data cap? If the vast majority of people aren't coming anywhere close to the cap, then it seems that this is a way for Comcast to gouge prices and extract more money from its customers. There is no reason, other than to charge more money for customers (for what is already an expensive bill), for Comcast to have such an arbitrary cap for its customers. I'm not a Comcast customer now, but I was before and I shudder the day that I have to move to a place where my only choice is Comcast and no one else (I currently have two choices where I live, Verizon and Cox).

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**Ticket: # 641915 - Comcast Monopoly and Data caps**

**Date:** 11/6/2015 5:29:41 PM

**City/State/Zip:** Henrico, Virginia 23229

**Company Complaining About:** Comcast

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## **Description**

The apartment I live in has a contract with comcast where we are not allowed to get a Dish or any other prvider in the area. We have been yelled at Via Comcast over Having a Free tv attena type deal. With the up coming data caps for Comcast it seems unfair and pretty dangerous to have a monopoly over someone and impose these caps 250-300 is too low for a cap that is about 1- 2 weeks worth of usage and in an apartmen with maybe 200 units and god knows how many families and devices these caps would hurt the folks who rely on the internet for their daily life. We are NOT allowed to have any other providers in the area because of Comcast's monopoly over our complex. Chargeing 50\$ per overage is not right it will just hurt the already hurting

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**Ticket: # 642148 - Comcast Regional Monopoly Data Extortion**

**Date:** 11/6/2015 6:55:50 PM

**City/State/Zip:** Troy, Michigan 48085

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural and regional monopolies (e.g. Comcast), limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 642350 - Comcast data cap](#)

**Date:** 11/6/2015 8:31:48 PM

**City/State/Zip:** Ayer, Massachusetts 01432

**Company Complaining About:** Comcast

---

## **Description**

Comcast new data cap is a clear abuse of their monopoly of the market. Data usage does not increase their cost, they just want to ring more money out of people like me who have no other choice for internet provider. As internet is essential for both life and my business, i fear when then will undoubtedly roll out this program in my area.

---

**Ticket: # 642365 - Data caps**

**Date:** 11/6/2015 8:42:07 PM

**City/State/Zip:** Chillicothe, Illinois 61523

**Company Complaining About:** Mediacom

---

## **Description**

Data caps on home internet lines is just a way to stop people from streaming. Its un american and the usa shiuld ban such practices. JUST SAY NO TO DATA CAPS/USEAGE RESTRICTIONS

---

**Ticket: # 642437 - Datacaps on Centurylink in Arizona**

**Date:** 11/6/2015 9:23:18 PM

**City/State/Zip:** San Tan Valley, Arizona 85142

**Company Complaining About:** Centurylink

---

## **Description**

Signing up for centurylink over the phone they did not tell me they have data caps, only to find out when I went over and my speeds were throttled. I am now locked in a 2 year contract with them with a 200 dollar cancellation. Their data cap is 250 GB (Source:

(b) (6)

Considering Modern gaming; streaming services like Dish anywhere, Amazon prime, and Netflix; and analytic trackers in every single website that pulls your data, you hit this data cap remarkable fast.

---

**Ticket: # 642446 - Comcast Data Caps**

**Date:** 11/6/2015 9:37:16 PM

**City/State/Zip:** Lexington, Kentucky 40514

**Company Complaining About:** Time Warner

---

## **Description**

It has come to my attention that Comcast is extending data caps in the name of "fairness." Data caps are all but fair from the viewpoint of services hosted on the internet.

The US government has protected telecommunication companies for many years and gave them monopolistic rights in areas without protecting the consumers. These companies are taking advantage of the lack of competition now more than ever. We now urge you to help the consumers as well as the people who base their businesses over the world wide web. These data caps inhibit growth of US businesses as we are more reliant on the internet now than ever before.

The government has helped create this monster and we ask you to help control it before it is too late.

Thank you for your time and consideration.

---

**Ticket: # 642508 - Unfair Comcast Data Caps!**

**Date:** 11/6/2015 10:35:26 PM

**City/State/Zip:** Alice, Texas 78332

**Company Complaining About:** Comcast

---

## **Description**

It is despicable how Comcast company is able to monopolize whole areas of the country, break net neutrality by enforcing expensive data caps that are NOT necessary. They are enforcing these data caps to line their pocketbook while the American people suffer! I hope the FCC isn't as corrupt as the rest of the government, and denounces this unspeakable act. People in America these days barely have enough money to put food on the table and pay the bills, now Comcast wants to illegally extort even more from the American people? It's disgraceful and unamerican. Please FCC, do something about these data caps. Thank you.

---

**Ticket: # 642526 - Data Cap from comcast**

**Date:** 11/6/2015 10:59:05 PM

**City/State/Zip:** Fort Myers, Florida 33967

**Company Complaining About:** Comcast

---

## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) [REDACTED]

---

[Ticket: # 642613 - Comcast data caps](#)

**Date:** 11/7/2015 12:56:28 AM

**City/State/Zip:** Seattle, Washington 98126

**Company Complaining About:** Comcast

---

## **Description**

I have been reading a lot about the data caps that Comcast is rolling out and it seems aimed at discouraging competition. Comcast is claiming they are putting limits on those that use a lot of bandwidth in the guise of fairness to others that don't use as much. People that use more data does not cost Comcast any extra, and they are trying to dissuade people from video streaming.

---

[Ticket: # 642617 - Data cap on "unlimited" internet](#)

**Date:** 11/7/2015 12:58:36 AM

**City/State/Zip:** Elizabethton, Tennessee 37643

**Company Complaining About:** Comcast

---

## **Description**

Recently received a letter from Comcast stating they will be capping home internet users in my area to 300GB per month. While this does sound like alot of data its not the agreement I signed up for with Comcast and since they have a monopoly in my area (like most) I have little alternative if I was high-speed internet. I am on vacation this month and catching up on Netflix so watching a couple hours of Netflix each day will put me very close to data cap so its not difficult to do.

---

**Ticket: # 642627 - Comcast Data Caps**

**Date:** 11/7/2015 1:05:29 AM

**City/State/Zip:** Red Bank, Tennessee 37415

**Company Complaining About:** Comcast

---

## **Description**

I think that in 2015 it is absolutely deplorable for a company to charge their customers for the amount of data they use, then have that data capped and you are forced to not only accept this but they expect you to embrace it. Oh. I should feel bad for this company that is uncharging their customers 2000% to what it costs them to produce that data. These data caps are the worst thing a company can do. It is ridiculous that if I pay the rate I signed up for and I am told that I have unlimited data, they can change that agreement. This is a blatant change so they can price gouge every customer. This is ridiculous and I hope that the FCC will do something about it. I am moving to Chattanooga within the year, fully expecting to get Comcast.. Nah EPB is the way to go. Municipalities all the way.

---

[Ticket: # 642693 - Data Caps](#)

**Date:** 11/7/2015 4:05:31 AM

**City/State/Zip:** Eagan, Minnesota 55123

---

## Description

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Facebook is blocking any link to Tsu.co on every platform it owns, including Messenger and Instagram. It even...deleted more than 1 million Facebook posts that ever mentioned (b) (6) ...Tsu is a new social network that claims to share its advertising revenue with its users.

6991

ComcastLeak of Comcast documents detailing the coming data caps and what you'll be told when you call in about it. (b) (6)

submitted 1 day ago \* by M00glemuffinsx3

Last night an anonymous comcast customer service employee on /b/ leaked these documents in the hopes that they would get out. Unfortunately the thread 404'd a few minutes after I downloaded these. All credit for this info goes to them whoever they are.

This info is from the internal "Einstein" database that is used by Comcast customer service reps.

Please help spread the word and information about this greed drive crap for service Comcast is trying to expand

Documents here Got DMCA takedown'd afaik

Edit: TL;DR Caps will be expanding to more areas across the Southeastern parts of the United States. Comcast customer support reps are to tell you the caps are in the interest of 'fairness'. After reaching the 300 GB cap of "unlimited data" you will be charged \$10 for every extra 50 GB.  
Edit 2: THEY ARE TRYING TO TAKE THIS DOWN. New links!(Edit Addendum: Beware of NSFW ads if you aren't using an adblocker) Edit: Back to Imgur we go. Check comments for mirrors too a lot of people have put them all over.

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Edit 3: I am so sorry about the NSFW ads. I use adblock so the page was just black for me. My apologies to everyone. Should be good now on imgur again.

Edit 4: TORRENT HERE IF LINKS ARE DOWN FOR YOU

Edit 5: Fixed torrent link, it's seeding now and should work

Edit 6: Here's the magnet info if going to the site doesn't work for you: Sorry if this is giving anyone trouble I haven't hosted my own torrent before (b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Edit 7: I'm going to bed, I haven't got jack squat done today trying to keep track of these comments. Hopefully some Comcast managers are storming around pissed off about this. Best of luck to all of us in taking down this shitstain of a company.

FUCK YOU COMCAST YOU GREEDY SONS OF BITCHES. And to the rest of you, keep being awesome, and keep complaining to the FCC till you're blue in the face.

Edit 8: Morning all, looks like we got picked up by Gizmodo Thanks for spreading the word!

3199 commentsshare

top 200 commentsshow 500

sorted by: best

[–]BobOki 2432 points 1 day ago\*

Thanks, it is awesome to see this posted, and the verbiage used is pretty important, I especially like the part where they NOW say it is no longer about congestion management, which was the de-facto reason they originally did this. Now it is fairness, you know you paying more is more fair to them.

Mirror: (b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[–]M00glemuffins[S] 1282 points 1 day ago

Because nothing screams fair like making things suck in a few places around the country and then making it suck everywhere so nobody feels bad.

permalinkparent

[–]ThuperThilly 371 points 1 day ago

You know what would be fair? For them to discount \$10 for every 50GB under the cap you use.

permalinkparent

[–]Nightfalls 179 points 1 day ago

Well then they'd just drop the cap to 100gb.

permalinkparent

[–]poieurty 106 points 1 day ago

"It's only fair"

permalinkparent

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[–]gesy17 187 points 1 day ago\*

Thank God for that 3 overage grace period, it's very kind of them. Needless to say I'm either switching or going to spend hours upon hours on the phone bitching until I get what I want. This is total bullshit and I wish goggle fiber was in the Twin Cities area

Edit - 3 overages not the whole 3 months, after 450 gb you're paying \$10 every 50 gb over.

permalinkparent

[–]SickZX6R 35 points 1 day ago

I also desperately wish Google Fiber were in the twin cities. Howdy from the SW burbs.

permalinkparent

load more comments (16 replies)

[–]funkballzthachurlish 22 points 1 day ago

Centurylink?

permalinkparent

load more comments (10 replies)

[–]Xzillationer 37 points 1 day ago

Do you guys not have many choices?

I'm considering moving there in a couple years, and I know I'd miss my sweet Vermont gigabit fiber.

permalinkparent

[–]AlphaLima 102 points 1 day ago

I think you may be surprised at how spoiled you are. In most areas with Comcast the list of providers goes like this

Comcast

Go fuck yourself

Sometimes you can add in ATT DSL which lets be honest, is a joke. A whole 10Mb/s.

permalinkparent

load more comments (16 replies)

[–]chair\_boy 105 points 1 day ago

so many places in america don't have reasonable choices. It's usually something like Comcast, or the alternative shitty company with speeds slower than 10mb/s.

permalinkparent

load more comments (19 replies)

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[–]openzeus 340 points 1 day ago\*

What the fuck. Paying for "the certainty of knowing exactly what your bill will be each month" is how they're phrasing the \$35 option. They're also told to forward any customer asking to remove the charge directly to their retention department.

What a scummy company.

Edit: And it's not about congestion management, according to them. That is the only reasonable excuse to cap or throttle usage to manage a congested network, and here they are saying that is not the reason for the caps.

permalinkparent

[–]TricksterPriestJace 73 points 1 day ago\*

"The ce

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**Ticket: # 642712 - I abhorrently despair these data caps!**

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

**City/State/Zip:** Huntsville, Alabama 35802

**Company Complaining About:** Comcast

---

## **Description**

My name is Jason (b) (6). I am a resident of Huntsville, Alabama. Recently comcsst, which is basically the only source of cable TV and Internet connectivity of any worth has placed a "data cap test market region" upon their customers. I fall into that category. For sixteen years I have used the Internet and data capacities at around the same usage. I am a regular online "gamer", Internet user, media streamer, and all around Internet user. As I would assume about ninety percent of Internet users are and have been. Recently the Comcast company, which had a stronghold on almost everything cable and Internet related nationwide, has placed a "cap" on Internet data they claim is being spent. I have never in my life ever heard of this. And this unacceptable.

---

**Ticket: # 642748 - Unnecessary Data Cap**

**Date:** 11/7/2015 8:25:15 AM

**City/State/Zip:** Lawrenceville, Georgia 30043

**Company Complaining About:** Comcast

---

## **Description**

Comcast has put an unnecessary data cap on what was previously unlimited internet. The current data cap is now 300 GB, and \$10 for every 50 GB over. This is all in the name of fairness, that customers that use more should be shared more than customers that use less. However, is it truly fair that users that use more get charged more, but users that use less get charged less? If I only use 200 GB of internet, why wouldn't I get \$20 back? As we move to a digital age and cable becomes less prominent, this is just a way for Comcast to secure future revenue. They are trying to limit how much Netflix or streaming I can watch on the hopes that I can buy cable. If they dont limit how much cable I can watch, why can they limit how much Netflix I can watch, or how much internet I can use? I can watch TV all day without a worry, but I cannot use internet all day without a worry.

---

**Ticket: # 642783 - Comcast Data Cap Complaint**

**Date:** 11/7/2015 9:28:09 AM

**City/State/Zip:** Miami, Florida 33144

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

---

**Ticket: # 642795 - Comcast Data Caps****Date:** 11/7/2015 9:40:06 AM**City/State/Zip:** Clinton, Mississippi 39056**Company Complaining About:** Comcast

---

**Description**

I've spoken several times with Comcast customer services about their service. I had no idea when I signed up for Comcast that I was in a "trial" area where Data Caps would be applied. I do not have a cable subscription with Comcast, so my streaming of netflix, hulu, etc, runs through 350GB of allotted data like a hot knife through butter. Comcast claims that their data limits don't exist because of traffic congestions but because it's unfair--they say it's unfair to make people who use little data pay the same as people who use a lot (like me). I think this is a bogus argument and is the result of Comcast cable provider losing so many customers to streaming services. I'm lucky, CSpire (a small ISP in my state) is bringing Fiber network to my home within the month, and they will not limit my data usage.

I believe that Comcast's approach to data limits is nothing more than a profit creation, borne from their fear of cable customers cutting the cord.

Guys, do your job--advocate for the American people against the most bloated, evil ISP in the country. If internet is limited, in this day, people are less informed, and people who are less informed are weaker citizens of these United States.

Please investigate these data limits and how they relate to net neutrality, seek to maintain a service monopoly, and hold people back from an expanding technological horizon. Good day.

---

[Ticket: # 642977 - Comcast violating Net Neutrality.](#)

**Date:** 11/7/2015 11:46:16 AM

**City/State/Zip:** Stamford, Connecticut 06905

**Company Complaining About:** Optimum

---

## **Description**

Hey Gov,

Its come to my attention that Comcast is starting to roll out data caps on its service where one is charged more for over 300gb data usage. This is a clear attempt to circumvent Net Neutrality. rules. Think about it, its not creating levels for speed but levels for data which is essentially the same thing, people with more money will get more access to the internet than people with less money. Anyway give the Comcast CEO a gangsta slap for all the regular folks, thx!

---

**Ticket: # 643060 - Data Cap**

**Date:** 11/7/2015 12:30:56 PM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast

---

## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

Although internet is not yet considered a utility, Comcast acts as the sole provider in many areas, including mine, and many people rely on internet for their livelihood. They push out smaller businesses and take advantage of people relying on them and therefore have an unfair advantage over other companies which would otherwise be able to compete when customers become dissatisfied with them. Once this spreads to Michigan, it will significantly alter my internet use as I tend to go over 300GB each month with streaming services, which I'm sure is exactly why they have begun enacting this practice.

---

[Ticket: # 643096 - Date Caps](#)

**Date:** 11/7/2015 12:52:46 PM

**City/State/Zip:** La Plata, Maryland 20646

**Company Complaining About:** Comcast

---

### **Description**

Comcast is rolling data caps to it's land based subscribers. This is something done just to make more money from it's subscribers. Data caps are a thing that should not exist.

---

[Ticket: # 643114 - Data Caps](#)

**Date:** 11/7/2015 12:57:28 PM

**City/State/Zip:** Fort Gratiot, Michigan 48059

**Company Complaining About:** Charter

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### **Description**

Comcast just implemented data caps in my area to be "fair". Where is my discount for NOT using all my data. There own services are exempt from this cap but competing services are not exempt.

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**Ticket: # 643225 - Comcast's Internet Data Caps!****Date:** 11/7/2015 1:55:03 PM**City/State/Zip:** Miami, Florida 33196**Company Complaining About:** Comcast

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**Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

I demand a refund of the money I used to fill the gap that Comcast inconsiderately imposed on with their Data caps which forced me to pay for unlimited access in order for my family and I to continue to use our internet without restriction because our normal use of data exceeds the unreasonable data cap. It has been proved that these data caps are unnecessary by Comcast themselves. According to their leaked documents released by a Comcast employee, I quote from the leaked training documents "Don't Say: "The program is about congestion management." (It is not.)". Furthermore, it is NOT fair because on my initial contract we have not agreed to such changes and, not only that, It inst fair for me to pay when other areas are not being affected by this. In any case, I am against this new policy (I'm for Title II) and must be dealt with by the FCC, furthermore, they must be slammed with a lawsuit and/or penalty for their continued incompetence and complete disregard for their customers.

---

[Ticket: # 643232 - Against data cap](#)

**Date:** 11/7/2015 1:58:29 PM

**City/State/Zip:** Homestead, Florida 33032

**Company Complaining About:** Comcast

---

## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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[Ticket: # 643256 - Comcast data cap](#)

**Date:** 11/7/2015 2:17:28 PM

**City/State/Zip:** Littleton, Colorado 80127-6020

**Company Complaining About:** Comcast

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## **Description**

I'm complaining about the Comcast data cap efforts and it's impact on the consumer. I'm retired, on a fixed income, and am trying to cut my monthly costs. My current Comcast bill approaches \$200.00, so I'm looking into the possibility of "cutting the cord" for my television, while keeping the telephone and internet through Comcast. Now I read that Comcast is going to implement a data cap on those that intend on streaming video as part of a cord cutting strategy. While, in general, Comcast service is good, I believe the true intent of their data cap program is to punish users that have chosen to stop the cable TV service and begin streaming it via the internet - Comcast has even admitted that there is no technical reason for the data cap actions. As someone on a fixed income and trying to control my monthly costs, I believe that Comcast's actions are an egregious attempt to punish their customers and has no technical basis.

---

**Ticket: # 643299 - 300gb data cap**

**Date:** 11/7/2015 2:34:40 PM

**City/State/Zip:** Dallas, Georgia 30132

**Company Complaining About:** Comcast

---

## **Description**

This is my third complaint. Refused to remove my data cap. Nothing has been done to solve my issue the previous two times. I can't believe companies are allowed to treat their customers this way.

The 300gb data cap is not enough for streaming videos or playing games or doing anything at all with my internet.

When I signed up for Comcast, I signed up for unlimited internet.. No where in my contract did it say anything about a data cap.

They took my unlimited internet away and want me to pay an extra \$30 for unlimited internet. This is absolute insanity, and completely against net neutrality

---

[Ticket: # 643307 - Comcast is abusing its monopoly](#)

**Date:** 11/7/2015 2:39:23 PM

**City/State/Zip:** State College, Pennsylvania 16801

**Company Complaining About:** Comcast

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## **Description**

Comcast is well known to be a company deliberately engaging in dishonest and anti-competitive behavior, and exploiting the fact that it has no competitors in most markets to allow itself to do these things.

Recently, documents have become available detailing that the data caps imposed by Comcast in some markets has absolutely nothing to do with technological issues such as network congestion, and everything to do with attempting to extort more money from consumers with no viable option.

The FCC needs to take action against this dishonest behavior by Comcast, and to a lesser extent, many other ISPs who have no real competitors due to laws (which they backed) creating a high barrier to entry for any possible competitor. The lies spouted by Comcast is slowing innovation and restricting the ability for the American people, and honest businesses, to utilize the internet for its intended purpose.

There is no technical backing for any of Comcast's reasoning for enforcing data and bandwidth caps while providing customer service that is so poor that it actually wins awards for how bad it is. The only reason Comcast continues to exist is a lack of competition, and it is time that the FCC removes these protections and forces Comcast to compete, or more tightly regulates the company to force it in to honest business practices.

---

[Ticket: # 643344 - Comcast Data Cap](#)

**Date:** 11/7/2015 3:07:48 PM

**City/State/Zip:** Washington, Michigan 48094

**Company Complaining About:** Comcast

---

## **Description**

They should not be allowed to enforce the 300 gb data cap. I think 500gb should be.

But using data for school AND work easily hits 260gb.

Please do something about Comcast.

---

**Ticket: # 643461 - Comcast Data Caps**

**Date:** 11/7/2015 4:10:55 PM

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

**Company Complaining About:** Comcast

---

## **Description**

Comcast has announced plans to convert what were essentially unlimited service plans to capped plans. On the surface Comcast has tried to state that the caps are to prevent heavy users from abusing their service. However, many comments and leaked documents have shown that the caps are not about quality of service:

(b) (6)



(b) (6)



Instead we can conclude that the decision is made based on 2 reasons:

1. Greed. Comcast is offering customers their "old unlimited" plan back for an additional \$30/month
2. Competition. Comcasts's most profitable service is their cable TV services, however fewer and fewer users are opting for those services as users migrate to Netflix, Hulu, etc which provide superior pricing and user experiences to traditional cable.

In regards to the 2nd reason, this is a direct attempt to stifle innovation and a threat to the Open Internet concept that the FCC supports. Comcast should not have the power to limit or reduce the quality of internet services/products that their users consume. I encourage the FCC to use all powers necessary to stop the move towards home internet data caps.

---

[Ticket: # 643426 - Comcast data caps](#)

**Date:** 11/7/2015 3:54:56 PM

**City/State/Zip:** Little Rock, Arkansas 72223

**Company Complaining About:** Comcast

---

## **Description**

The restriction that is now in the city that i live in (little rock) concerning comcasts data caps should be illegal as it is price gouging. I pay for cable and internet so being taxed more due to a small percentage of people who are heavy internet users (which is not illegal) is nonsense. Comcast has come out and said it is not even a technical issue, there is not broadband congestion. They are nickel and diming people because they are without a doubt a monopoly. It is the fcc's duty to stand in as this will no doubt hurt net neutrality.

---

**Ticket: # 643820 - Comcast data usage caps hinder our daily lives****Date:** 11/7/2015 9:26:40 PM**City/State/Zip:** Kittery, Maine 03904**Company Complaining About:** Comcast

---

**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300GB data cap onto a large part of its customer base, with my family's house in Kittery Maine being one of the first starting last year, and many new regions coming very soon. As I am a part of a family of four that all regularly use the internet for such things as HD video streaming, gaming (including the download of newly released games), and file backups, I find this change extremely concerning as I see no reason other companies won't start following suit. Every month, we reach this 300GB cap with no issue at all due to all four of us using the internet on a daily basis for the various things listed above. However, if we were to live not even five miles away across the Maine/New Hampshire border, we wouldn't be restricted to a seemingly arbitrary data usage limit. Every month, we get an automated phone call telling us that we have used most of the data limit, and both of my parents get stressed out. Due to some medical circumstances, money is tight right now, and running the risk of accidentally going over Comcast's data limit and being charged more money on top of an already large internet bill is a large source of stress within my family. To cut to the chase, to continue living our normal lives and partaking in things on the internet like an average technically literate person in 2015, we would have to pay extra money.

With no better available alternative, we're stuck. What is essentially a local monopoly limits our options and makes it difficult or impossible for us and very likely many others to reasonably switch to another comparable provider.

The internet is not just a luxury anymore - it is a critical part of many people's lives, including ours. If we were to perform a file backup (something that is necessary to be doing on a regular basis with today's technology), we would reach this artificial limit before all of our files such as pictures, home movies, etc could be uploaded to a file backup service. Then of course, we would either be charged for more money, or have our internet use for the rest of the month be halted - that means no email, no streaming shows and movies, no web browsing, etc. Which is something completely unreasonable in today's increasingly connected world, especially since other nations of the world do not have this issue. It makes us in the USA look like we're living in the stone ages.

As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. This can be seen with our internet bill increasing over time, even though the technology to allow access to the internet gets cheaper every year. As a representative from my family, I ask you to do anything within your power to revert this trend, and allow us to continue to use and enjoy the internet without the fear of being (effectively) fined for using things that are in today's day and age, normal parts of life.

Thank you very much for your time,

(b) (6)

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**Ticket: # 643908 - Comcast Imposing Data Caps**

**Date:** 11/7/2015 10:39:28 PM

**City/State/Zip:** Shreveport, Louisiana 71106

**Company Complaining About:** Comcast

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### **Description**

I am 100% opposed to data caps. They are essentially taking a service that they have offered for 20 years and changing it to a limited service. The problem is they aren't lowering the price for this service. They are actually asking for 35 more dollars to keep the same service I have always had. Unlimited data. I am not happy and I expect you to do something about it.

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**Ticket: # 643923 - Comcast behaviors**

**Date:** 11/7/2015 10:53:57 PM

**City/State/Zip:** Little Rock, Arkansas 72205

**Company Complaining About:** Comcast

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## **Description**

I am using Comcast for Internet access and have done so for the past 10+ years. As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I enjoy watching streaming video from providers such as Netflix. I am also concerned because the data cap has the result of pushing customers from Internet-based video providers to Comcast's cable offerings. I believe that Comcast is inacting these caps in order to push customers to their own alternative products. They have said that this change is not due to Internet congestion.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

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**Ticket: # 643932 - Comcast Data Caps**

**Date:** 11/7/2015 10:58:12 PM

**City/State/Zip:** Park Forest, Illinois 60466

**Company Complaining About:** Comcast

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## **Description**

Data caps are just a way to force cord cutters to either pay more for the same service, or drop streaming services like Netflix/Hulu in exchange for a Comcast bundle. 300GB is total bull crap and they know it. They already stamp out heavy users and they of course could raise the cap to something dramatically higher.

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[Ticket: # 644025 - Comcast 300GB data cap](#)

**Date:** 11/8/2015 3:30:16 AM

**City/State/Zip:** Schiller Park, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to initiate a 300GB data cap per month for internet plans. Each 50GB over this 300GB cap will cost \$10 in charges. When I signed up for Comcast, this was not in my contract. I'm filing this complaint because this new "trial" is a breach of my contract.

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**Ticket: # 644580 - Comcast - Imposing data caps NOT due to network congestion**

**Date:** 11/8/2015 8:29:50 PM

**City/State/Zip:** Huntsville, Alabama 35806

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast broadband internet customer. At my home, Comcast is the only option for broadband internet.

Last month I was notified that I reached a 300gb data limit, and that doing so in the future will incur a charge of \$10 per 50gb of additional data. Documents from Comcast customer service leaked that confirm these limits are NOT due to network congestion. Comcast instead states that the 300gb limit is for "fairness"; however they do not credit your account and/or rollover data when you are BELOW the limit. Obviously this is not "fair" for customers.

In practice, the data cap appears to be a way for Comcast to push viewing habits away from services such as Sling, Hulu, and Netflix and force viewers to watch broadcast and cable TV, to which they are financially tied with NBC Universal. In my opinion this is a clear violation of the net neutrality principles the FCC supports.

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**Ticket: # 644621 - Comcast data caps are unfair and should be illegal**

**Date:** 11/8/2015 9:11:54 PM

**City/State/Zip:** San Leandro, California 94577

**Company Complaining About:** Comcast

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## **Description**

Comcast will soon be implementing data caps for their customers and charging them money for going over the cap allowed by their account. In the past they claimed they were doing this to reduce congestion, but they have now admitted that it is not about congestion. They claim it is about "fairness and providing flexible options". They have not included data caps on their service ever before, and now we are supposed to believe that restricting our access to the internet is about providing flexibility?

They also claim that this they are implementing these caps so that customers who use more can pay more, and customers who use less can pay less, but they are not reducing prices for current customers AT ALL. Every Comcast customer will receive the same bill that they did before, but with unlimited access to the internet removed.

Comcast has been providing unlimited access to the internet since they went into business and are now removing this access to get more money out of customers. Once the connection is set up, it literally costs Comcast nothing to send more data to its customers. They are charging customers for a service that they a) have never charged them for in the past and b) literally costs them nothing to provide. This is extortion of its customers, plain and simple.

These data caps are a dangerous precedent to set. Comcast claims that most customers will not be affected by the cap since they don't go anywhere near 300GB. While this is true now, history has shown us that as technology advances, file sizes get larger. In the future, 300GB will be nothing and Comcast will have 5-10 years of this practice under its belt to fall back on legally. This has to be stopped now before it becomes common practice and acceptable.

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**Ticket: # 644636 - Continued Implementation of Data Cap in South Florida Region by Comcast**

**Date:** 11/8/2015 9:24:17 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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**Description**

Comcast/Xfinity continues to implement a Data cap in the South Florida region despite having complained. I am filing another complaint as they refuse to lift the caps.

These caps represent a \$30 increase in order to receive the same service the area was receiving previously. My last complaint filed yielded absolutely no results, and no satisfactory explanation or answer was provided.

It has also come to my attention, by way of publicized Internal Comcast memos (Which I have attached with this complaint), that these Data caps were not implemented due to Network congestion, which would be the only legitimate reason for the Data cap implementation.

It is reprehensible that Comcast, in addition to being allowed to effectively run as a state-sanctioned monopoly (being the only provider of Cable Internet service in South Florida), is also allowed to set pricing as they see fit with absolutely no repercussions whatsoever. I ask the FCC to please investigate this matter, as it is quite damaging to the consumers of South Florida, and is unacceptable behavior on the part of Comcast.

Thank you,

(b) (6)

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**Ticket: # 644740 - Comcast Data Caps**

**Date:** 11/9/2015 12:08:52 AM

**City/State/Zip:** Knoxville, Tennessee 37924

**Company Complaining About:** Comcast

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## **Description**

Comcast has set data caps that are despicably low and I have electronic communication proof of fraud. These caps are set at a level specifically designed to punish people who stream video services such as Netflix, and as such are in violation of net neutrality. I asked to pay extra during a chat with their representative and was told I have no caps with their extreme internet service. Now I am being told that I do indeed have a cap and I believe they have committed either bait and switch or outright fraud. I would like to see this company prosecuted under current regulations as well as my internet data cap removed permanently from my account.

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**Ticket: # 644743 - Comcast is violating net neutrality with the X1 DVR**

**Date:** 11/9/2015 12:11:42 AM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

Comcast is violating net neutrality with the X1 DVR. According to Comcast's own advertising material, television programs can be recorded on the X1 DVR then streamed over TCP/IP to consumer-owned devices (i.e. tablets and computers) on the home network without being counted against their draconian data cap. Other video providers, like Netflix, cannot utilize Comcast's X1 backdoor into the home network, so any video traffic from these providers to consumer devices is counted against the data cap. By treating the video being delivered to the consumer device differently based on whether the source is Comcast or not, Comcast is clearly violating the FCC's open internet regulations.

Quoting from (b) (6)

█:

"Downloading and/or streaming DVR recordings, live TV or XFINITY On Demand content will not count against your Internet data usage threshold if you are connected to your in-home XFINITY network. "

Complaint is being re-filed as previous complaint was closed for comments without resolution.

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[Ticket: # 644803 - paying for unlimmited internet](#)

**Date:** 11/9/2015 2:06:09 AM

**City/State/Zip:** Albrightsville, Pennsylvania 18210

**Company Complaining About:** Blue Ridge Cable

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## Description

i pay for internet and now im being capped and i feel like im throttled down they want me to pay more than the sixty something a month i pay is this legal and they do throttle people it was in papers

### BLUE RIDGE CABLE

Blue Ridge cable's tighter data caps lead to complaints

email print Comment

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(Shutterstock photo)(Shutterstock photo)

By Stacy M. Brown

For the Pocono Record

Posted Sep. 12, 2015 at 1:34 PM

Updated Sep 12, 2015 at 8:43 PM

Those who stream videos, movies and television programs on their computers or other devices will have to reach deeper into their pockets if their service is provided by Blue Ridge Communications.

The cable company, which provides service in Monroe and other surrounding counties and serves more than 170,000 homes and 700,000 individuals, has begun capping data at anywhere between 150 and 700 gigabytes per month, depending on the consumer's plan.

Blue Ridge will charge \$10 per month for each 50 GB users go over the cap.

"Everything from downloads to YouTube, Netflix and even online gaming count against their new 24-hour cap," said Milford resident John Ferry III, who said his latest bill was about \$46 over previous charges.

"They are telling people they have doubled the cap, but this is not true. By removing the off-peak time, which was essentially a free period, there is no math that makes it double," Ferry said.

Blue Ridge has also heavily restricted its lower-tiered plans, which include the Web Surfer level that's now capped at 150 GB per month and Dream level that's currently capped at 700 GB.

Two reps for Blue Ridge declined comment Friday.

A notice on the company's website cautioned customers that bandwidth usage will be measured 24 hours a day throughout the month.

Opponents argue that mobile and broadband companies have been turning to data caps as a way to combat the spike in traffic as a growing number of individuals choose to access television shows and movie files via an electronic device and not through the traditional tube.

The financial website Daily Finance reported that companies are being put to the test, particularly in view of Netflix warming up to Ultra HD 4K for some of its content.

Streaming on Netflix takes 4.7 GB an hour, but that quadruples to 18.8 GB an hour in 4K.

Data caps also mean that downloading a pay-per-view movie from the cable provider forces unwitting consumers to pay more, they said.

For instance, if someone purchases a movie for \$5.99, they'll have to pay that amount plus a surcharge if they go over their allotted data allowance.

Previously, officials at Netflix urged the federal government to prevent cable providers like Blue Ridge from imposing data caps.

"When you couple limited broadband competition with a strong desire to protect legacy video distribution business, you have both the means and motivation to engage in anticompetitive behavior," David Hyman, Netflix's general counsel testified during a hearing before the House communications and technology subcommittee in Washington.

A spokesman for Pennsylvania Democratic Sen. Bob Casey said the senator's office was still researching the matter and could not yet offer comment.

Under new FCC rules that took effect in June and have received national media attention, Internet service providers must be more upfront about how they manage their networks, and companies must publicly divulge what speeds they're offering and what could happen if a subscriber exceeds the monthly data cap.

However, the new rules stopped short of regulating data caps, meaning that a provider could still charge extra for exceeding the cap.

"Without regulation of data caps or rates, providers will bill for whatever the market will bear," Jonathan Askin, a professor at Brooklyn Law School, told Bloomberg News.

"Virtually every broadband provider has been suddenly discovering that there's this so-called bandwidth crisis going on in the United States," technology writer Phillip Dampier of Rochester, New York, told ABC News.

Dampier, the founder of the watchdog online site Stop the Cap, has been campaigning against data caps implemented by Frontier, a cable company in upper New York State.

Locally, a group of Blue Ridge customers have started a Facebook page titled Stop the Blue Ridge Cable Data Caps.

“It started in May when Blue Ridge imposed a 250 GB data limit during which they called a peak period — after 5 p.m.,” said Ferris of Milford.

“On Sept. 1, they changed this policy again without notice and restricted it even further by removing the off-peak time altogether,” he said. “That is, the time when any usage would not be counted against the 250 GB cap

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**Ticket: # 644833 - Comcast Monopoly**

**Date:** 11/9/2015 5:24:38 AM

**City/State/Zip:** Bloomingdale, Georgia 31302

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 644917 - Comcast Data Caps****Date:** 11/9/2015 10:23:48 AM**City/State/Zip:** Atlanta, Georgia 30328**Company Complaining About:** Comcast

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**Description**

Data caps like the one Comcast is now rolling out discourage use of data from the consumer perspective which will harm web based businesses and in turn hurt the expansion of broadband. The web is continuing to become more data intensive as it always has and will continue into the foreseeable future. Comcast's data caps hurt consumers because they are being forced to restrict their usage of the internet that Comcast is double dipping on, getting paid by the subscriber and also by the service provider, like Netflix. Comcast is not interested in expanding its infrastructure, only sucking more money out of the hands of its subscribers with less and less infrastructure available. At first, Comcast claimed it was about network management. Google Fiber's website acknowledges that network congestion amounting to service interference is a very unlikely event. Why is that? Because Comcast isn't interested in using the tax dollars it receives to do the job it's supposed to do - expand internet access. Data caps do not expand internet access, they restrict it. Due to Comcast's lack of real competition in most of the markets it serves, it has no motivation to do right by the consumer. Of course when faced with real competition and consumer choice, Comcast will bend over backwards to try to prevent consumer loss. Given this lack of consumer choice, it is the FCC's responsibility to protect the consumer and the expansion of broadband by regulating Comcast's data caps away - they should be illegal. If Comcast wants to try usage based pricing on what should be considered (legally) a public utility - they can always follow the pattern of utility companies like Georgia Power who have rates regulated by the government and actually charge based on usage; in this case - per gigabyte actually used.

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[Ticket: # 644994 - Data caps and increased Netflix charges](#)

**Date:** 11/9/2015 10:56:58 AM

**City/State/Zip:** San Mateo, California 94403

**Company Complaining About:** Comcast

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## **Description**

I have a fundamental disagreement with the assertion that, despite the FCC ruling that Comcast is to be treated as a utility, they're still allowed to charge different people for different types of usages. Every piece of data out they're shows that data caps are not levied to increase network performance, but instead are used to gain an extra percentage point or two of profit.

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[Ticket: # 645024 - NON-CUSTOMER complaint. Because I don't like where this is going.](#)

**Date:** 11/9/2015 11:09:19 AM

**City/State/Zip:** Greenbrier, Arkansas 72058

**Company Complaining About:** Comcast

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## **Description**

I'm filling this out because Comcast as a company is bad, and they're doing nothing to improve their terrible track record with customer service. Also DATA CAPS SUCK. Open up a dictionary, look up the definition of 'unlimited', and compare with what Comcast and others do. Don't believe the BS they're trying to sell you, 300GB and then \$10 per 50GB IS a data cap. Take a look at AT&T. 10GB and then \$10 per GB over is their market scheme. Difference here is A&T (properly) doesn't advertise it as unlimited. At least not yet in my area.

Here's an idea - Break up the monopoly that is Comcast/AT&T/Cox/Time Warner and other major landline providers and while were at it, the cellular providers.

Rant over, thank you for reading.

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[Ticket: # 645740 - Data caps](#)

**Date:** 11/9/2015 2:43:03 PM

**City/State/Zip:** Danville, Virginia 24541

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be able to leverage its monopoly in order to limit how it's customers use their product. Comcast is the only ISP available in my area. They are hurting the customers who have no other choice by implementing data caps.

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**Ticket: # 645606 - Comcast's deceptive practices****Date:** 11/9/2015 2:15:05 PM**City/State/Zip:** Eldersburg, Maryland 21784**Company Complaining About:** Comcast

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**Description**

News about Comcast expanding their data cap to other locations broke recently. They claim it isn't a cap, but that's exactly what it is. Exceed the 300 gb cap, and you will be charged exorbitant amounts. A 300 gb cap in this day and age is insane. That means you can't use more than 10 gb of data per day. For someone who downloads computer games, it's easy to blow through 1/6th of your data in just a few hours. If someone works from home, requiring them to use the internet extensively, they'll get screwed over. If someone uses video streaming services, such as Netflix or Youtube, they'll get screwed over. One hour of Netflix streaming can use over 3 gb of data. 100 hours of Netflix in a month may be more than average for a single person, but many people live with others. They will also be doing other things on the internet.

A four person household with the data cap leaves each person with only 2.5 gb of data per day. It's pretty much impossible to avoid exceeding this. 300 gb of data would be considered low years ago, and now it's just abhorrent.

Comcast defends its 300 gb cap by saying its meant to enforce fairness. Fairness to who? They are not struggling to deliver data. If it truly enforced fairness, the data cap would only apply during peak hours to reduce load on their infrastructure. But it doesn't, it applies to the whole month, every month. Furthermore, data is not a limited commodity like Comcast suggests. There is no need for any kind of cap.

They also defend it by saying that their old cap was 250 gb. This is incredibly deceptive. The 250 gb cap is never enforced. It only exists so Comcast can pretend that the 300 gb cap is an improvement. This is dishonest, plain and simple. They "offer" the opportunity to remove the cap at a fee of 35 dollars. That is half the price of what my internet plan costs in exchange for a commodity that is not limited like Comcast says it is. It is just a way to increase the amount of money people are paying them without outright charging them more.

I am not in an area where Comcast has introduced the data cap yet. However, I am in an area where they have a virtual monopoly. Yes, there are technically competitors, but unless I'm willing to cut my internet speeds to 1/6th of what they are right now, I am stuck with Comcast. If they do introduce the cap, I will literally be forced to pay them the extra 35 dollars for a service I was previously getting. That just baffles and angers me.

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**Ticket: # 652517 - Service**

**Date:** 11/12/2015 3:19:26 PM

**City/State/Zip:** St Petersburg, Florida 33713

**Company Complaining About:** Bright House

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## **Description**

Why do we pay more for service in this country than anywhere in the enlightened world and get so much less. We need more competition, we don't need censorship or data caps. Where is the common good? Time for action, Please...

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**Ticket: # 645774 - I Will NOT Wait Idly By**

**Date:** 11/9/2015 2:54:19 PM

**City/State/Zip:** Indianapolis, Indiana 46205

**Company Complaining About:** Multiple Companies

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## **Description**

The United States is a nation which prides itself on progress, innovation, and fairness. These qualities are not represented in the internet provider companies (E.G. Comcast), who are setting necessary data caps onto home internet plans. These data caps on plans are toxic abuses of power and end up forcing many customers into paying more for what they used to get at base value, and there are few options for people who want to opt out of these data caps since there are rarely quality competitor companies for customers to sign with after they are forced into a plan that has a data cap. I am writing this complaint now to voice my opinion that data caps in general, but especially for home internet, should be banned outright since they are unfair business practices that are unwarranted and inhibit the general values of American progress, innovation, free speech, and open markets. While not directly affected yet, it is my duty as a citizen to stop these appalling practices before they can grow any more. As Martin Niemöller famously put it in his poem when referring to the vileness of the Nazis,

"First they came for the Socialists, and I did not speak out—  
Because I was not a Socialist.  
Then they came for the Trade Unionists, and I did not speak out—  
Because I was not a Trade Unionist.  
Then they came for the Jews, and I did not speak out—  
Because I was not a Jew.  
Then they came for me—and there was no one left to speak for me."

I will not stand by and watch true American values deteriorate in the face of corporate greed and let the internet become more and more corrupted by data caps and similar attempts to control what should be an open and free forum for ideas.

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**Ticket: # 646113 - Comcast Data Caps**

**Date:** 11/9/2015 4:27:50 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast Data caps are unfair to consumers. With automatic software updates that can get as large as 10GB, my monthly allowance can be used quickly. I purchase a lot of video games digitally and some games require a 30GB download. I shouldn't have to plan my purchases around data caps.

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**Ticket: # 646230 - Local ISP 300 Gb Data Cap**

**Date:** 11/9/2015 5:03:59 PM

**City/State/Zip:** Medina, Ohio 44256

**Company Complaining About:** Armstrong

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## **Description**

For the past few years, here in Medina ohio there is only one ISP: Armstrong. They are selling us internet with a 300 Gb data cap claiming the average use of households is way below 100 Gb. With only three people in the house we easily get near 300 Gb a month and that is with extreme cutbacks on streaming quality and the ability to download anything sizable.

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**Ticket: # 646501 - Comcast Data Cap**

**Date:** 11/9/2015 6:16:30 PM

**City/State/Zip:** Lakemoor, Illinois 60051

**Company Complaining About:** Comcast

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## **Description**

I signed up with Comcast less than weeks ago with their Blast plan. I whopping 75 Mbps, I was so happy. Today I see Comcast is trending on Facebook, they will be introducing a data cap on my service... I will only get 300GB of data a month as if I was on a cell phone.

This is absolutely ridiculous, had this been ADVERTISED to me prior to me signing up trust me I would have moved on immediately.

They tell me most 4 person family homes won't even come close to 300GB... well it's been a little less than 2 weeks and I am already well over half my monthly limit.

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**Ticket: # 646745 - COMCAST**

**Date:** 11/9/2015 7:45:30 PM

**City/State/Zip:** Saint Louis, Missouri 63109

**Company Complaining About:** AT&T

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## **Description**

Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

(b) (6)

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[Ticket: # 646761 - Data Caps](#)

**Date:** 11/9/2015 7:52:38 PM

**City/State/Zip:** Germantown, Tennessee 38139

**Company Complaining About:** Comcast

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## **Description**

Data Caps are absurd and go against the free internet. You guys need to deal with comcast trying to enforce these rules in a modern society where the internet is so highly used. Most of us do not have an option to go to a company with fast speeds and without data caps.

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**Ticket: # 646811 - Data Caps are no bueno.**

**Date:** 11/9/2015 8:05:33 PM

**City/State/Zip:** Three Rivers, Michigan 49093

**Company Complaining About:** Comcast

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## **Description**

With the growing number of new and exciting things on the internet, my brothers and I spend a lot of time on the internet. A data cap would cripple us. In just 4 days, we've used 81GB of data between us. This means, with your proposed data cap, we will cap out in just half of our billing cycle. This would be detrimental to us, as we love the internet and use it to become connected with the world. Even a throttled connection after the cap would become a terrible burden.

This is why I urge you, Comcast Representative, to oppose this proposed data cap. We've been a customer of yours for a long time now. Almost three years. Everyone complains about you, but I have had yet to see anything to complain about until now. You were all very nice and very helpful to me. But this cap is not very nice, to me or to anyone who has to live with it.

If this cap were to go in to place, I would have no choice but to cancel my service with you. And from what I understand from one of your helpful technicians, my house is the only one on this node.

Please, I urge you, no, BEG you! Don't bully the little guy! Let the internet flow like the Yangtze River! You're a big corporation! That's awesome, you have the power to affect millions of people lives! Hopefully for the better.

Thank you,

(b) (6)

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## Ticket: # 646880 - Data Caps Are a Manifestation of Monopoly and Are Hurting eCommerce

**Date:** 11/9/2015 8:29:58 PM

**City/State/Zip:** Peachtree City, Georgia 30269

**Company Complaining About:** Comcast

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### Description

Comcast has for a few months now, been experimenting with this absurd idea of limiting the amount of data a customer can use to 300GB a month before they incur further "charges". Comcast pretends this is done to ease network congestion, which is a claim that could be justified if their cable networks were actually being expanded and if such congestion actually existed.

It is clear now, that this is done solely to increase their own profit margins, and done despite the fact that the transfer of data costs Comcast something like a fraction of a cent. Meanwhile Comcast's own leaked internal documents show that the new caps have nothing to do with congestion, and show how the company coaches its employees to re-frame the issue.

More importantly, in the world of digital commerce, downloading a video game on a console, or an album or movie legitimately, or streaming a tv show that isn't laden with commercials every ten minutes, shouldn't be penalized by an ISP because they just so happen to also own the networks by which internet is provided.

It seems plainly apparent to myself and millions of other people, that the imposition of these data caps is done specifically as a profiteering and protectionist measure designed specifically to penalize people who seek entertainment from Comcast's competitors.

A 300 GB monthly data plan translates roughly into 1 GB a day. That's a rate that can be exceeded simply by watching an hour or two of Netflix, never mind downloading an entire video game to a console. This additional cost is not one that is used to expand or improve Comcast's infrastructure or customer service. But rather goes directly into the pocket of shareholders.

Maybe it will take the ousting of FCC Chief Tom Wheeler; a former lobbyist, who donated tons of money to Obama's campaign, and was subsequently appointed chief , before the FCC does more than just archives complaints, but actually acts upon them.

Until then I will continue to complain about the existence of such blatantly monopolistic behavior, and will encourage others to do the same.

This will not stand for long. People of my age and informed technological disposition are very quickly becoming the dominant force in American politics. And we will not stand for this kind of nonsense for long.

Break up the telecom monopoly, or expect continued and increasingly public, and increasingly agitated protests.

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**Ticket: # 647059 - COMCAST**

**Date:** 11/9/2015 9:53:03 PM

**City/State/Zip:** Richmond Hill, Georgia 31324

**Company Complaining About:** Comcast

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## **Description**

Thank you for reviewing my complaint. I live in a part of GA where Comcast is the only high-speed internet service provider. Recently, without any notification, Comcast placed a monthly data cap of 300 Gb on my home internet service. My family uses the internet primarily for school and to keep in touch with loved ones. I have lived in many parts of the USA, and this is my first experience with being subjected to a data cap. I am aware that such behavior by a company is not illegal, however maybe it should become unlawful in the future. Please consider forcing COMCAST to remove data caps for all subscribers. Thank you.

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[Ticket: # 647138 - Data caps](#)

**Date:** 11/9/2015 10:42:46 PM

**City/State/Zip:** Pinellas Park, Florida 33782

**Company Complaining About:** Comcast

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## **Description**

Data caps on service sold as unlimited and sold based on speed.

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**Ticket: # 647296 - Comcast data caps**

**Date:** 11/10/2015 1:35:47 AM

**City/State/Zip:** Jensen Beach, Florida 34957

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

There is no reason for them to place these data caps other than corporate greed. They used to say it was "congestion" but after this leak of their corporate data cap structure it's obvious they are lying. It's not fair to the average consumer like myself; please help me and the millions of other Americans affected.

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**Ticket: # 647372 - Comcasts response to my previous complaint (Ticket No. 626903)**

**Date:** 11/10/2015 6:58:51 AM

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

**Company Complaining About:** Comcast

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## **Description**

Previously entered complaint about Comcast implementing a data cap on services in areas with little to no other competition. (Ticket No. (b) (6) ) A Comcast representative contacted me yesterday from their "Customer Security Assurance Team". The person did not address the complaint in any way and instead asked if I knew how to keep my data under the cap and then tried repeatedly to sell me the unlimited package. The representative that contacted me was in no way able to actually address my concerns and was merely another sales person trying to get the me to add services to my bill. I do not believe Comcast is taking this matter seriously and is doing the absolute minimum to meet any requirements from the FCC.

On another note, I thought Comcast was supposed to respond by mail and not have a sales rep respond to complaints.

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[Ticket: # 647423 - Comcast Data caps](#)

**Date:** 11/10/2015 9:29:15 AM

**City/State/Zip:** Atlanta, Georgia 30342

**Company Complaining About:** Comcast

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## **Description**

It is unreasonable and a greedy, desperate power grab of a move to enforce 300 GB data caps by the disaster of a company called Comcast. Data is not a scarce resource. If I am a heavy user of data, and I pay to use every month, I cannot then be imposed on by an artificial 300 GB cap. this serves no purpose other than to line the pockets of Comcast.

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**Ticket: # 647525 - Comcast data caps**

**Date:** 11/10/2015 10:37:07 AM

**City/State/Zip:** Homestead, Florida 33031

**Company Complaining About:** Comcast

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## **Description**

I think the new data cap Comcast has implement in my area (homestead, fl) is completely absurd to say the less.

I stream a lot of Amazon and Netflix and i am already paying for those services so for me it makes no sense that i have to pay Comcast 30 more dollars to get rid of the cap. There is something wrong in Comcast logic.

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**Ticket: # 647554 - Data caps and internet use**

**Date:** 11/10/2015 10:55:17 AM

**City/State/Zip:** Stafford, Texas 77477

**Company Complaining About:** Comcast

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## **Description**

There should be no reason for data caps when all anyone had to do for the past 20 years was pay for access to the internet and that was it. Now that you have the millennial generation cutting cords and not wanting to watch tv, you have garbage companies like Comcast who want to cap all data because they want to support their tv and other services. How would anyone stand for this? Does Comcast waive the data cap on their employee's accounts for working for them? If so, how is that fair?!?!? What about the people who work from home with their specific situations, Comcast is impeding on their ability to work and support themselves/their family by introducing data caps. Having data caps is like having to pay for your digital content twice!!! Lets have a scenario; Games. I play games on my PC. During the purchasing process of this game, I must pay for it, and have it download to my computer. Now what if I have a data cap and I'm over? At this point, I'm literally paying again to play my game. This hypothetical is trying to show that when someone is over their useless cap due to and want to download a game, which by the way, all new games are upwards of 20GB+, I must then pay again because I some how "ran out of data" which in this context implies that data has in some way/shape/form is tangible. This doesn't make sense, and is unfair to everyone!

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[Ticket: # 647779 - Comcast data cap](#)

**Date:** 11/10/2015 12:22:48 PM

**City/State/Zip:** Fort Lauderdale, Florida 33316

**Company Complaining About:** Comcast

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## **Description**

We have a recent data cap that we did not sign up for. We are a family of 6 and the 300gb data cap is not enough- it used to be unlimited. It is unfair that we have to pay for "extra" data use when most of the US gets unlimited data from Comcast in other markets. We use Comcast for our cable company as well and seem to be getting punished for it. When we signed up for Comcast, they did not tell us that they were going to institute a data cap. In ten days we have reached our data cap.

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[Ticket: # 650530 - Comcast data cap](#)

**Date:** 11/11/2015 3:43:59 PM

**City/State/Zip:** Miami, Florida 33174

**Company Complaining About:** Comcast

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## **Description**

I am highly upset with Comcast's service on internet data cap. 300gb worth of data can easily be surpassed just by streaming videos online such as Netflix, to playing online games such as a playstation. These are services that I am already paying for to use and now I don't have the freedom to use them. There shouldn't even be a limit to how much internet to use, it is frustrating having to limit what to do and constantly having to check to make sure one doesn't surpass the limit. Comcast already overcharges for internet service and paying \$30 more to add unlimited to the already expensive bill is not fair to the consumer. I am very upset with this, this is anti -consumer. Comcast is the only broadband where I live , if I could I would switch to another provider.

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**Ticket: # 650735 - Internet Usage Data Caps**

**Date:** 11/11/2015 4:57:52 PM

**City/State/Zip:** Olive Branch, Mississippi 38654

**Company Complaining About:** Comcast

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### **Description**

Comcast is charging us for going over a "data cap" as we watch programming that is not a part of their package and we have to stream over the internet. They are unfairly restraining our choices to pad their own pockets.

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**Ticket: # 650833 - Unreasonable Home Internet Data Limits****Date:** 11/11/2015 5:40:09 PM**City/State/Zip:** Johns Creek, Georgia 30097**Company Complaining About:** Comcast

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**Description**

Xfinity is imposing unfair data caps on my household high speed internet. This is preventing me from having free and equal access to the internet. I'm being penalized, like every other xfinity customer, because this Monopolistic Cable Company is only about making a quick dollar. I was not given any reasonable warning that this company would impose such burdensome data limits. I'm locked in a 2 year contract and am forced to live under these unreasonable service conditions. I have no other options for an ISP in my area and I'm forced to purchase my internet access through Xfinity. This is not right and is the antithesis of free market access and choice! Please don't let these ISP's control our internet access and prevent us from freely utilizing this public space!

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**Ticket: # 651386 - Comcast Internet Capping**

**Date:** 11/11/2015 11:19:47 PM

**City/State/Zip:** Addison, Texas 75001

**Company Complaining About:** Comcast

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## **Description**

I am deeply concerned about Comcast's increasing market for data capping. I believe that this is slippery slope which results in anti-trust violations. By capping the data capacities they are effectively eliminating competition for their cable service, such as Netflix, Hulu, etc. This problem is exacerbated as in many markets, Comcast is the only internet providers, leaving consumers no other options. Furthermore, I believe that Comcast has arbitrary enforced these restrictions, as they are charging more for a product that has essentially unlimited availability, not a scare product limited to the economies of scale. They are charging consumers exorbitant penalties and fees associated with going over their arbitrarily set caps, which recent documentation has shown is specifically designed to curb online streaming.

Consumer options for internet and cable are already poor as is. Please help protect consumers from acts such as this which inhibit our ability to a fair market.

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**Ticket: # 653347 - Mediacom in Mobile, AL data cap**

**Date:** 11/12/2015 8:14:15 PM

**City/State/Zip:** Mobile, Alabama 36619

**Company Complaining About:** Mediacom

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## **Description**

A data cap has been recently implemented by the only high speed ISP available in our area, Mediacom. The arbitrarily low data cap is prohibitive to customers who use competing services, such as Netflix, to their cable service. I believe this data cap was imposed to either reduce the number of "cord cutters," or penalize people who opt to use internet streaming services instead of paying for a cable service.

This data cap is also prohibitive to at-home business, such as phone app development, which require large amounts of data to be sent and received to update project files pertaining to the app.

Finally, this cap is also prohibitive to gaming services such as Steam, Xbox One, and Playstation 4. Current generation games often require several gigabyte downloads, and after only a few updates can have the user easily exceeding the data cap.

I believe this violates the spirit of the net-neutrality ruling.

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[Ticket: # 653597 - Comcast data caps](#)

**Date:** 11/12/2015 10:27:41 PM

**City/State/Zip:** Johns Creek, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

I think that comcast's data caps are a prime example of a monopoly cable company taking advantage of it's customers. They are sneaking data caps into our home usage and it is only because we have no other good competitors in the industry. I come close to data caps and am not an extreme internet user by any means. Please take action against comcast to stop this practice.

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**Ticket: # 655483 - Comcast Data Cap**

**Date:** 11/13/2015 6:34:19 PM

**City/State/Zip:** Charleston, South Carolina 29412

**Company Complaining About:** Comcast

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## **Description**

Comcast has set a data cap on our account of 300 gb per month. This is unreasonably low. We do not have cable, so we use services such as Netflix and HBO Go in it's place. Nobody in our household is using our internet service to download large files, and yet we hit this cap a little over halfway through the month every month from streaming alone. This cap was not made clear to us at the time that we signed up for Comcast internet service.

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**Ticket: # 655837 - Data Caps Have To Go**

**Date:** 11/14/2015 12:54:39 AM

**City/State/Zip:** Meadville, Pennsylvania 16335

**Company Complaining About:** Armstrong In Northwest Pa

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### **Description**

Data caps have to go, this day and age it's all about the internet and streaming 300 GB armstrong gives no where near enough.. at the least make them double it. IF you can get them to please make it go away for good.

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**Ticket: # 657068 - Data Cap**

**Date:** 11/15/2015 2:39:56 PM

**City/State/Zip:** Titusville, Pennsylvania 16354

**Company Complaining About:** Armstrong

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### **Description**

Armstrong owns a monopoly in our area where they are the one reliable high speed internet provider. They have imposed a low data cap on our internet and charge extra for going over it. My bill has recently been \$100 a month from using netflix and doing online gaming. My standard package is 39.95 a month, so I am being charged an extra \$60 a month to do the things I already pay for.

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**Ticket: # 657582 - Open Internet**

**Date:** 11/16/2015 10:14:34 AM

**City/State/Zip:** Maumelle, Arkansas 72113

**Company Complaining About:** Fidelity - Not Applicable

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## **Description**

Data caps by the largest internet providers such as AT&T and Comcast should not be allowed. Unfortunately, wireless carriers have been allowed to do this. If you allow internet providers to do this, it will ultimately hurt consumers and small businesses. Data caps by Comcast and AT & T will limit internet competition and ultimately increase pricing. Cloud services such as such as back up will become cost prohibitive.

Comcast wants the data caps because there are more and more consumers using an OTA antenna and internet services only because their tv content is getting so expensive. Bundled pricing must not be working for them !

Please prevent the data caps !

A former Comcast Customer

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[Ticket: # 659564 - internet Data Cap](#)

**Date:** 11/16/2015 9:53:07 PM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently set a data cap overage limit of 300gb a month. for every 50gb over we are being charged \$10 dollars more. Files and videos these days will easily surpass this limit. As i have multiple times. "test markets" have been charged additional money for internet traffic above and beyond an artificially set limit of 300GB, as if the data were a tangible utility such as water that were going to run out. Comcast has provided no rationale for the 300GB/month limitation other than congestion, and has provided consumers no evidence that such congestion actually exists.

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**Ticket: # 659889 - Data usage caps! The FCC must take a firm stance against this assault on open internet!**

**Date:** 11/17/2015 9:34:56 AM

**City/State/Zip:** Port Saint Lucie, Florida 34986

**Company Complaining About:** Comcast

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## **Description**

Comcast has started once again to implement data usage caps or as they call them "thresholds" in my state. The problem is with content quality increasing, streaming digital media becoming a standard in most homes across America, and as content and products that are being built today consume ever growing resources, I worry that by limiting consumers access in such a manner and putting a price tag on allowing you more access via bandwidth that such a practice ultimately would render our ability to keep up with innovation, updated products, content and the information required to continue growing in this modern age, or "information age" incredibly difficult. I'm concerned with the fact that putting a price tag on what is essentially "more access" is not only unjustifiable, it's deplorable and meaningless outside of what one could say is their attempt at harvesting consumers wallets for the sake of corporate greed. If such practices are not brought into the light, and they aren't entered in the political forum via the FCC, I feel that such practices as I said above will stifle the future of innovation for the internet and consumer internet related products and media content.

The example I give is Comcast says X has a threshold of 300gb of data, X uses 300gb, Comcast says X can use more Data but it's going to cost you 10\$ for 50gb. Or X can pay 30\$ for Unlimited Data every month.

Now, the above example is actual a real world scenario via Comcast's own service and FAQ.

The additional question I would put to Comcast is if Unlimited Data is an option, why is it necessary to have a cap or again as they call it a "threshold" in the first place? Other than attempting to subdue consumers wallets for no practical or realistic reason than what I mentioned above. There is absolutely NO evidence to support any claim that it's necessary because of any technical or physical limitation, actually evidence exists to say that there is no reason for such things to exist. I'd like to add their leaked (confirmed) customer script contradicts everything they've been saying.

"Employees are also informed not to call them data caps, since that has a universally understood and very negative connotation (Comcast has even scolded reporters for use of the term):

quote:

- Do say: "Data usage plan"
- Don't say: "Data Cap" (This is not a cap. We do not limit a customer's use of the Internet in any way at or above 300 GB)

The support script also clearly admits the caps have nothing to do with congestion. For example support reps are told:

quote: • Do say: "Fairness and providing a more flexible policy to our customers."

• Don't say: "The program is about congestion management." (It is not.)"

Understand this is outrageous!

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**Ticket: # 660333 - data cap**

**Date:** 11/17/2015 12:56:41 PM

**City/State/Zip:** Lakewood, Ohio 44107

**Company Complaining About:** Cox

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## **Description**

I have filed a prior complaint and cox "resolved" it by sending me a form letter that resolves nothing. Still have a data cap that I never agreed to. Still have no other provider to choose from. Cox controls the cable and ATT controls the phone lines leaving customers with no choice. Also as an experiment, I cut my data usage roughly in half this month, yet like clockwork I ran into data usage warning at roughly the same time of the month (4 days before end of cycle). so to recap. This is a monopoly situation and the data meter is not accurate as it cannot be verified by an independent party. please help. thank you.

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[Ticket: # 680833 - Comcast is at it again.](#)

**Date:** 11/29/2015 12:52:09 PM

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

**Company Complaining About:** Comcast

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## **Description**

Looming price hikes, poor service, random outages, data caps. Data caps, seriously? My phone's 4G LTE internet is cheaper, faster, and unlimited. This is a monopoly. Are you not even going to try?

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**Ticket: # 662047 - Continued Issues****Date:** 11/17/2015 10:14:23 PM**City/State/Zip:** Miami, Florida 33156**Company Complaining About:** Comcast

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**Description**

This is the second complaint I have filed about Comcast. I originally filed an issue explaining that in order to even achieve the internet speed I am paying for 40% I had to go buy an addition router on top of the modem I am being charged to rent from Comcast. I was contacted by Comcast multiple times after complaining to the FCC about this issue, only to be told that I needed to purchase an additional router ( I had already done so.) So my first issue was not even properly addressed. Secondly I have a MAJOR issue with the new Data Cap policy, that I am basically being trapped into being charged more a month. Within 9 days my billing cycle I had already reached 50% of the data cap allowed. I work 40 hours a week, and spend a normal amount of time on the internet. While I do stream HD content it is not only unfair, but completely wrong to have a cap set up that is 100% guaranteed to cost the customer more money. The way Comcast tried to "Resolve" this issue was by continuously leaving me messages asking whether I had any questions on the policy. I have no questions on the policy. The policy is hurting customers and is unfair, which is why I am complaining.

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[Ticket: # 662427 - generic letter I recived](#)

**Date:** 11/18/2015 10:11:18 AM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

In response to the copied generic letter I received. There needs to be an affordable "data plan" with no caps like Comcast ( worst cable company ever) since they wont stop the data caps. It is all a bullshit business practice it needs to be stopped or at least regulated cause it pisses off the real tech smart guys. We all know Cox Communications sold out and they need to the accept the fact their service is shit now and at least admit that is all for financial gain.

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[Ticket: # 666534 - Comcast data cap](#)

**Date:** 11/19/2015 4:49:02 PM

**City/State/Zip:** Eau Claire, Wisconsin 54701

**Company Complaining About:** Charter

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## **Description**

Comcast is rolling out new data caps in more cities. I can't believe that this blatant money grab is even legal. If this is allowed to continue they will negatively affect internet subscribers everywhere.

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**Ticket: # 664317 - Data Caps**

**Date:** 11/18/2015 7:20:05 PM

**City/State/Zip:** Lititz, Pennsylvania 17543

**Company Complaining About:** Blue Ridge Communications

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## **Description**

Blue Ridge changed their data cap policy to be able to charge us for usage. The amount of data that was used before and after the policy change remained the same, however it is going to cost us about 80 dollars more a month to use the internet that way we used it the last several years. The data limit is far too low for anyone who wants to download a game, as todays games are as large as 1/5 of the monthly limit.

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**Ticket: # 665363 - Please Stop Comcast, Xfinity or whatever they are trying to get away with rebranding themselves with**

**Date:** 11/19/2015 12:39:44 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

Please stop them from recklessly damaging progressive innovation with their new data caps. If they were actually doing it to relieve data pressure on their end it wouldn't be so bad, but their newest cash grab is ruining everything about home internet. The fact that I literally only have one choice for home broadband is bad enough. Now with one of your newest rulings stating that AT&T's slow DSL speeds aren't considered broadband I only have one choice for an Internet service provider, Comcast. Please do not allow this to happen any longer. Every month I get right up to the 300 GB limit and stop using the internet all together only using my phone's internet. Their \$35 unlimited plan "fix" is just another cash grab to recoup any money that they are losing to their bleeding cable subscribers. I beg of you, please do not allow this to go on any further. This shouldn't be a hard decision on your end. The fact that Comcast has admitted that they do not have an actual reason to implement the data cap is enough to put an end to this. For me and my wife being online college students who have to have a video telepresence online EVERYDAY you could see why it is such a big deal to us. Please Help!

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**Ticket: # 665467 - Comcast Data Caps are Unacceptable****Date:** 11/19/2015 1:05:14 PM**City/State/Zip:** Winchester, Massachusetts 01890**Company Complaining About:** Comcast

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**Description**

I have stopped my service with Comcast and switched to another provider because of their Data Cap plan. I am filing this complaint because I have been made aware of the shady tactics they use to subvert complaints from users in their "trial areas" - specifically two particular claims they are required to make. One - They assert that all customers have a 250 GB "usage plan," but it is simply "not enforced." This allows them to consequently claim that "Customers in trial markets had their data usage plan INCREASED to 300 GB." This is an unbelievably deceptive statement that they make to markets in which they have a monopoly as an ISP. Two - they claim that the usage plan was put in place for "Fairness and providing a more flexible policy to [their] customers." This claim is a flat-out lie. Restricting the access of customers is the antithesis of flexibility, and this statement leads me to conclude that these actions are motivated purely by greed. In an era when internet plays such an important role in society and when regular, uncapped data usage does not pose an additional burden on the provider, practices such as Comcast's implementation of data caps should be prohibited. I am speaking out because, if it is allowed to continue, I fear that this practice could become the norm.

(Attached is the recently leaked Comcast training document that 'inspired' me to file this complaint.)

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**Ticket: # 665489 - Comcast Data Caps**

**Date:** 11/19/2015 1:10:21 PM

**City/State/Zip:** Irvine, California 92602

**Company Complaining About:** Cox

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## **Description**

Comcast is about to enforce data caps on its customers and I fear this will lead to my cable company trying the same cash grab. Please address this matter before it becomes a common practice for gouging customers across all cable companies. Comcast has already stated that this is not due to congestion. This is a clear money grab due to their overpriced cable service subscriptions declining. A free and open internet is so important and should not be stifled in anyway. Please tell Comcast to stop their monopolistic practices.

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[Ticket: # 665545 - Revised complaint; data caps](#)

**Date:** 11/19/2015 1:20:45 PM

**City/State/Zip:** Jacksonville, Florida 32246

**Company Complaining About:** Comcast

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## **Description**

I found out after I sent my last complaint that Comcast is testing 300gb data cap limits and charging every 10gb above the cap. Two problems, they're calling this unlimited data yet they are charging even more after a certain point making customers pay multiple times for the same product. Second, if this is allowed to happen other companies will see and do the same exact thing. This essentially is what we fought against in net neutrality, with the customers paying more for their data use this time rather than the companies we helped protect.

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**Ticket: # 665549 - Comcast**

**Date:** 11/19/2015 1:23:25 PM

**City/State/Zip:** Boston, Massachusetts 02122

**Company Complaining About:** Comcast

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## **Description**

Please do not pass this on Comcast, as I am afraid of reprisal and I have -literally- no other options for internet service.

Comcast needs to be regulated like any other public utility. They should not be allowed to lobby and put themselves in the position to be the only ISP choice for many Americans, then overcharge them and cap their data usage. What consumers need is COMPETITION, and Comcast is actively stifling this. And it needs to stop. I am in a position where I have to use Comcast. I overpay, and I'm worried about the creeping data caps they're putting in place in the (frankly insulting) lie about "fairness".

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**Ticket: # 665910 - Comcast "data usage plan" is effectively a cap**

**Date:** 11/19/2015 2:27:58 PM

**City/State/Zip:** Beaverton, Oregon 97006

**Company Complaining About:** Frontier Communications

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## **Description**

Comcast has instituted a 250Gb/month maximum (not described or detailed in initial contracts) and should a customer exceed that number they are potentially subject to unpublished fees or surcharges (but claim not to have levied any so far). They tell their own representatives that this has nothing to do with congestion or availability of service. Having increased to 300GB "in trial areas" they charge an additional 10\$ per month if this is exceeded. This is effectively a data cap to low income families and limited incomes, and could effectively result in loss of critical services (voice-over-IP phones, etc.)

This has already caused significant issues for wireless system users, and given the large increases in data bandwidth use, is simply a money grab.

If ComCast wants to keep people from "cable cutting" then they should either provide compellingly priced cable plans (they do not) or offer their own streaming service at a discount to people using their cable system.

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**Ticket: # 665946 - Comcast Data Caps?! Really?!**

**Date:** 11/19/2015 2:37:08 PM

**City/State/Zip:** Fort Oglethorpe, Georgia 30742

**Company Complaining About:** Comcast

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## **Description**

300GB data caps are absolutely ridiculous. It's 2015. We, as a species, use the internet more so than water on a daily basis. It's practically a utility at this point and should be regulated as such.

I'm an average user and my usage meter says I'm at 380GB already and it's only the 19th! My tech savvy friends are at 450GB+ already! These caps are only being put into place to hurt Netflix, Hulu and other streaming service users since they're directly cutting into Comcast's cable subscribers. There's no other purpose for a cap, no matter how Comcast tries to spin it. They're trying to recoup some of their losses while also damaging the competition by using the one advantage they have, which is control of everyone's internet.

Something needs to be done about this. It cannot be allowed to continue this way. Comcast needs some competition in order for the market to stay fair. It's literally a monopoly in my area.

My fiance and I are LITERALLY getting our house ready to sell so that we can move somewhere that offers Google Fiber by this time next year. I'm not even kidding. This is how serious some people take their internet and how much some of us hate Comcast and their shady business practices. I can't stand them and I can't deal with this anymore, so now, the state that we've loved and lived in since birth is going to lose us over something so stupid.

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**Ticket: # 665964 - Subject: Comcast's Data Caps are Anti-Consumer and Anti-Competitive (Complaint #2)**

**Date:** 11/19/2015 2:41:06 PM

**City/State/Zip:** Little Rock, Arkansas 72202

**Company Complaining About:** Comcast

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## **Description**

With Comcast's plan to expand it's 'data usage plan trials' to my area beginning on December 1st, I will be subject to a total data transfer limit of 300GB per month. This data cap is anti-consumer because I use my internet connection for both work and leisure. I work from home for a company based out of another state and do not qualify for a business connection from my provider for this reason.

The nature of my full-time job as an interaction designer working on web and mobile applications requires me to upload and download large amounts of data to my company's cloud data storage service, as well as to hosting providers and directly to clients. My profession combined with Netflix and online gaming regularly surpass the consumption of 300GB of data per month.

I would switch to an alternate provider, but no high-speed alternative exists in my neighborhood, and, as far as I know, no provider has plans to expand into my neighborhood. Furthermore, net neutrality is being breached in a terrible way with the imposition of these data caps. No longer will I feel the freedom to utilize my service when I risk overage fees for simply performing my duties for work or for enjoying some free time with my family while watching our favorite show on Netflix.

Again, this is anti-consumer, certainly anti-competitive and limits my ability to use the very internet service that I earn my living from. When the practice of price-gauging starts affecting quality of life, it's time for the FCC to step in. Please help!

Thank you for your time and attention,

(b) (6)

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[Ticket: # 665982 - Comcast Monopolistic Practices](#)

**Date:** 11/19/2015 2:47:17 PM

**City/State/Zip:** Pine, Colorado 80470

**Company Complaining About:** Centurylink

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## **Description**

The latest announcement by Comcast of rolling out 300GB data caps for no other reason than to make money is an example of the worst economic practices possible - money over every other consideration. I have already cancelled all my consumer relationships with Comcast but if allowed to move forward the implications are extremely negative. I believe Comcast needs to be stopped and possibly broken up.

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**Ticket: # 666032 - Comcast Data Caps**

**Date:** 11/19/2015 2:55:39 PM

**City/State/Zip:** Hamilton, Ohio 45011

**Company Complaining About:** Time Warner

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## **Description**

Comcast is rolling out more data caps at the 300gb a month range. As of now they're the only big ISP that is doing this and I'm afraid more will follow suit. I understand they are a business but when there is, 1. no competition 2. data is not a finite resource 3. open and fair internet. Yes I understand they are not going to throttle or slow down a person internet. But on the other hand people that do have internet from them now have to watch and regulate their usage. Data costs pennies on pennies to send and receive. This is a power grab for the people cutting the cord and them losing TV subscriber based billing. Instead of changing with the time they are not penalizing their user base as more and more people cut the cord and move to companies such as Hulu, Netflix and Amazon prime. Before "cord cutters" and easy to use streaming services data was not consumed the way it is now. But with more and more applications becoming data heavy, digital downloads, updates, and smart TV's instead of using their business model to change with the times, update infrastructure, or any of the above they have become an unfair business.

This is unfair to streaming companies. People in a lot of places do not have the option to change their ISP because of agreements that were signed to give that ISP a monopoly in their area as well as other ISP's in other areas.

I'm against their data caps and usage plans on an infinite resource. This isn't water, gas or electric resources. This is something that is only measured for greed. Comcast even admits this isn't about congestion. They've admitted they very ever rarely get congested.

Because of the monopolistic business policy and greed for usage based billing to forcefully pull cord cutters back into their business model is the reason for this complaint. Nor do I want to see any other ISP go this route. Not only this but does their On Demand services count against your usage cap? It's coming across the same "pipe" if you will.

Sincerely,

(b) (6)

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[Ticket: # 666290 - Comcast price schema](#)

**Date:** 11/19/2015 3:42:25 PM

**City/State/Zip:** Peoria, Arizona 85381

**Company Complaining About:** Centurylink

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## **Description**

Comcast is imposing data caps on its service. This makes the public restraint from using services with high data usage . Please make that illegal. I'm afraid my service provider will follow suit very soon if no action is taken.

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[Ticket: # 666293 - Data-capping](#)

**Date:** 11/19/2015 3:43:05 PM

**City/State/Zip:** Allison Park, Pennsylvania 15101

**Company Complaining About:** Verizon Wireless

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## **Description**

Comcast is implementing a data cap that if continued, will drastically eliminate the usage of internet.

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**Ticket: # 666300 - Comcast data caps**

**Date:** 11/19/2015 3:45:48 PM

**City/State/Zip:** Roswell, Georgia 30076

**Company Complaining About:** Comcast

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## **Description**

I am an Atlanta area Comcast customer, and although I have not fallen afoul of Comcast's data caps as yet, it is already hindering my enjoyment of their service. I choose not to watch streaming content if I can avoid it, because I don't want to get hit up by their fees. This greatly lessens my enjoyment of the service. If there were no data caps, I would simply watch what I want, when I want.

Of course, if there were a competitor for Comcast that offered broadband at competitive rates to Comcast, I'd be all for it. I used to get Charter, which has no data caps, but I'm not ALLOWED to use Charter because when I moved, I moved into Comcast territory, and they're both de facto monopolies in the areas they "serve."

I am also certain that Charter will adopt data caps if Comcast's little experiment in price gouging proves a success.

Comcast also offers me little choice in what kind of product I can buy from them. I have a choice of "packages" and in order to get all the channels I want, I had to get four set-top boxes, even though we only need or can use two such boxes. They won't let us return the two we don't use because it's part of the package we bought. So I have two set top boxes sitting unused in my home for that reason.

And the channel lineup we got is nothing like what we wanted: in order to get the channels we wanted, we had to take on a package that offers a TON of channels we have absolutely no interest in, like foreign language channels.

It's the typical poor product availability and customer service you find with unregulated monopolies. (Hint hint, FCC, you're a regulatory agency ... and you're not doing your job.)

Ideally, the US would have free and open competition among data carriers. That's the way capitalism is supposed to work, isn't it? But the Comcast data cap price gouge proves the ISPs will use any rationale they can come up with, even if it means crippling customer services to justify the price increase, and to hell with the consumers because they're de facto monopolies.

Don't let Comcast and the other ISPs lead the US into become a Third World nation in terms of communications technology. Because make no mistake: that's where they are headed. Other countries already have Internet that is far fast and far cheaper than what we have. You're the regulatory body here, you're supposed to be pushing the US into the future technologically, not letting predatory ISPs like Comcast pull us into the past. You're supposed to be regulating these quasi-monopolies, and you're not doing a very good job of it at all.

By the way, your list of internet issues does not really describe data caps and monopolistic practices very well, if at all. If you are going to REQUIRE that we fill it out, perhaps you should provide a better range of options.

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**Ticket: # 666377 - Comcast Data Cap**

**Date:** 11/19/2015 4:06:02 PM

**City/State/Zip:** Tampa, Florida 33606

**Company Complaining About:** Verizon

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## **Description**

Please do not allow data caps or programs limiting internet usage to be implemented by any company on the internet such as Comcast. This has nothing to do with usage, internet congestion, internal costs or any other manufactured corporate logic. This has all to do with companies scheming up ways to get existing consumers to pay more for the same quality and usage of internet services. We all know TV will eventually be streamed via the internet and they are trying to lay the framework to abuse consumers. Long term, if caps are allowed it will stifle competition in the marketplace and development.

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**Ticket: # 666666 - Data Caps from ISPs are an extremely bad idea**

**Date:** 11/19/2015 5:25:47 PM

**City/State/Zip:** Sherman Oaks, California 91401

**Company Complaining About:** Time Warner

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## **Description**

Hello,

I agree with this sentiment:

"Usage caps on home internet service will also inevitably stifle progress and innovation. It's impossible to avoid. If home broadband data becomes something consumers must constantly monitor and use sparingly lest they pay penalties, new and exciting products that use large amounts of data might never come to be. Can you imagine how difficult it would have been for companies like Netflix and YouTube to raise capital if capped broadband data plans had existed when they were founded?"

(b) (6)

Please look into and regulate the ISP monopolies so they do not do this. There is no reason to charge more for data transmission -- it isn't like water or electricity or natural gas -- there isn't anything you "use up" when purchasing it -- one pays for access to the Internet. The whole idea behind "data caps" and "maximums" is a misdirection, purely to squeeze more money out of everyone.

Please do what you can to put the brakes on this terrible exercise in corporate greed.

Thank you.

(b) (6)

Los Angeles, CA

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**Ticket: # 666669 - Telecom Data Caps**

**Date:** 11/19/2015 5:26:41 PM

**City/State/Zip:** Denver, Colorado 80205

**Company Complaining About:** Comcast

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**Description**

Comcast recently announced that they are expanding the regions in which they will enforce data caps. David Cohen has also stated that they plan to cap the entire US market within 5 years. There are so many issues with this.

There is no "data cap" on cable boxes. Cable boxes are just transferring data from the server to your house, the EXACT same as internet. Furthermore, you can watch as much as you want through On Demand, yet you're limited in how much Netflix/Hulu/Prime you can watch. This is the same coaxial cable going to two different boxes. COMCAST IS PRIORITIZING THEIR SERVICES WHILE LIMITING OTHERS, and with zero competition.

There is no benefit to a data cap; this is being done to make up for lost cable TV revenue. It's a conflict of interest; part of their business is to provide access to competitors to another part of their business. The incentive to favor their in-house offering will stymie competition.

The three so-called "public" utilities are seen as necessities for life, while telecom has only recently begun to be viewed that way. As a result, public utilities cannot charge excessive fees for service, and in exchange we give them a near-monopoly over their service territory. Telecoms are given the same preferential access to service territories in most states, but are not subject to the same price controls. They exploit this advantage by charging unreasonable prices, lagging behind in infrastructure investment and in providing higher bandwidth, and instituting datacaps that, by Comcast's own admission, are there exclusively to pad the bottom line.

The internet is a utility under Title II and a necessary part of life. It's how we find jobs, how we access our healthcare, how we file our taxes, how students get their assignments in college, how we communicate with our families, how we do our jobs. Please stop the ever increasing un-competitive nature of our internet industry. It's taking away what made this nation great.

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**Ticket: # 666830 - Data caps**

**Date:** 11/19/2015 6:13:05 PM

**City/State/Zip:** Hanover, Pennsylvania 17331

**Company Complaining About:** Comcast

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### **Description**

We need the FCC to ban data caps of any kind! It is detrimental to ino0vation and is a pure and simple rip off! Get on it FCC!!!!

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**Ticket: # 667022 - Comcast data usage plans**

**Date:** 11/19/2015 7:03:01 PM

**City/State/Zip:** Morristown, New Jersey 07960

**Company Complaining About:** Optimum

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## **Description**

I am not a current customer of Comcast but have seen the news of their decision to introduce data caps on their customers. This practice is an extremely terrible one. It is obvious the downfalls of such a practice in limiting the provided service to their customers simply to increase company profit/growth to only benefit the corporation. The concept of consumerism that has sustained society, that is, consumers pay for services, is actually harmed by practices such as applying a data cap. Comcast is forcing consumers to pay more for a worse service despite the previous model being beneficial to both parties. The practice of data caps creates an imbalance in fairness and while profitable in the short term for Comcast, it is ultimately unsustainable for the telecommunications market as public satisfaction decreases. I hope that this comment is able to convey the legitimate concern that if practices such as data caps and other forms of profiteering by decreasing quality are allowed, the industry will stagnate and suffer. The FCC has the capability to prevent such a situation, so please do so.

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## Ticket: # 667040 - Comcast Data Cap & Exemptions

**Date:** 11/19/2015 7:07:26 PM

**City/State/Zip:** Salt Lake City, Utah 84109

**Company Complaining About:** Comcast

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### Description

Buttcast has recently implemented a data cap at the objection of its hostage user-base. In and of itself, Comcast's datacap is against the notion of net neutrality because it is designed to discourage use of internet for streaming video services, like netflix. The data cap is not created for network congestion management, it is created to increase profit margins on a service with a markup that is already over 1000%.

But now, Cumcast is taking it one step further. SemenCast plans to exempt their own video streaming services from their data cap. This is highly anti-competitive because now users are effectively blocked from using reputable streaming services, like netflix, because it will quickly count against the arbitrary cap and cost them more money. But FaggotCast's streaming service is exempt, meaning they are effectively using their monopoly as a regional ISP to stop businesses like netflix from operating in Comcast served areas.

This also has anti-trust implications, as FuckCast is a content creator as well as a content distributor. They are using their clout as a content distributor with a monopoly to inhibit their competitor in the market of content creation. Simply put, NaziCast should not be allowed to both create and distribute content.

Finally, they implemented a data cap, but their cable boxes, which use internet services to retrieve on demand content, are not applicable to the data cap. From a technical perspective, there is exactly 0 difference between the data being sent to a cable box or to a computer--it is still bits on the internet being transferred. But PoopCast has decree'd that the bits being transferred to their cable hardware for TV are exempt from internet traffic caps, while the bits being transferred to a cable hardware for a computer apparently apply to the data cap. Talk about arbitrary.

To top it all off, CuntCast is doing nothing to improve to quality of service or reliability in the areas where they are instituting a data cap. The only thing they are doing is removing service they used to provide, then charging more if you want the old service. The only thing they are doing is jacking up their prices, with no value added.

ShitCast is the shadiest company in america, the FCC needs to step in regulate the anti-net-neutrality data caps that FecalCast is implementing before they break the internet.

I have no desire to be contacted by CuntCast, they can go fuck themselves, and their Head Lobbyist David Cohen should be fucking investigated by the FTC for non-reporting of lobbying activity. Have a nice day. :)

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**Ticket: # 667045 - Comcast Data Caps**

**Date:** 11/19/2015 7:08:49 PM

**City/State/Zip:** Austin, Texas 78759

**Company Complaining About:** Time Warner

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## **Description**

The data caps Comcast has already put in place in a few markets, and plans on introducing to other markets soon is nothing but a huge, brazen money grab. Even worse, if nothing is done to prevent this from happening, other ISPs will surely follow suit. The caps have nothing to do with network congestion, which Comcast has already admitted to in plain English. People will constantly be worried about where they are in their usage, and will curtail their usage of services like Netflix and YouTube, which hurts industry competition, growth and innovation. More and more Web-based services will be using large amounts of data in the future. Money-grabbing data grabs like Comcast's will stifle this sector of the market, which I'm sure Comcast already knows. Furthermore, they have their subscribers by the balls because there's little to no competition in the ISP market. You either pay a premium on top of an already high bill, or you get cut off. It's embarrassing that the US allows giant money-grabs like this while we continue falling behind the rest of the world when it comes to Internet connectivity. Please look into this and do something about it.

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**Ticket: # 667061 - Comcast needs to be split into ISP and content creator**

**Date:** 11/19/2015 7:13:04 PM

**City/State/Zip:** Salt Lake City, Utah 84109

**Company Complaining About:** Comcast

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## **Description**

Buttcast has recently implemented a data cap at the objection of its hostage user-base. In and of itself, Comcast's datacap is against the notion of net neutrality because it is designed to discourage use of internet for streaming video services, like netflix. The data cap is not created for network congestion management, it is created to increase profit margins on a service with a markup that is already over 1000%.

But now, Cumcast is taking it one step further. SemenCast plans to exempt their own video streaming services from their data cap. This is highly anti-competitive because now users are effectively blocked from using reputable streaming services, like netflix, because it will quickly count against the arbitrary cap and cost them more money. But FaggotCast's streaming service is exempt, meaning they are effectively using their monopoly as a regional ISP to stop businesses like netflix from operating in Comcast served areas.

This also has anti-trust implications, as FuckCast is a content creator as well as a content distributor. They are using their clout as a content distributor with a monopoly to inhibit their competitor in the market of content creation. Simply put, NaziCast should not be allowed to both create and distribute content.

Finally, they implemented a data cap, but their cable boxes, which use internet services to retrieve on demand content, are not applicable to the data cap. From a technical perspective, there is exactly 0 difference between the data being sent to a cable box or to a computer--it is still bits on the internet being transferred. But PoopCast has decree'd that the bits being transferred to their cable hardware for TV are exempt from internet traffic caps, while the bits being transferred to a cable hardware for a computer apparently apply to the data cap. Talk about arbitrary.

To top it all off, CuntCast is doing nothing to improve to quality of service or reliability in the areas where they are instituting a data cap. The only thing they are doing is removing service they used to provide, then charging more if you want the old service. The only thing they are doing is jacking up their prices, with no value added.

ShitCast is the shadiest company in america, the FCC needs to step in regulate the anti-net-neutrality data caps that FecalCast is implementing before they break the internet.

I have no desire to be contacted by CuntCast, they can go fuck themselves, and their Head Lobbyist (b) (6) should be fucking investigated by the FTC for non-reporting of lobbying activity. Have a nice day. :)

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[Ticket: # 667410 - Comcast adding data caps for monetary gain](#)

**Date:** 11/19/2015 9:09:00 PM

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

**Company Complaining About:** Comcast

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## **Description**

There is no reason for Comcast to start adding data caps. Adding data caps will cause a waterfall effect on the ISP industry and then data caps will be the norm. This type of restriction has no benefit to the company except deepen their pockets. Had the restriction have an actual use (e.g. freeing up bandwidth for others) then having this sort of data cap would be justified.

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**Ticket: # 667111 - Data caps and disability services**

**Date:** 11/19/2015 7:24:46 PM

**City/State/Zip:** Salt Lake City, Utah 84109

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps.

Currently people with hearing disabilities use VOIP services to make phone calls. VOIP is very data intensive. By implementing a data cap, Comcast is unfairly restricting the ability of disabled people to make phone calls. The ability to do so is protected under title2, because access to telephone services is treated as a public utility. But in implementing a data cap, Comcast prevents disabled people from having the ability to use telephone services that non-disabled people would otherwise be able to use. The ADA, FTC, and FCC should investigate.

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**Ticket: # 667116 - ISP Data Caps**

**Date:** 11/19/2015 7:27:15 PM

**City/State/Zip:** Austin, Texas 78752

**Company Complaining About:** AT&T

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## **Description**

I'm filing a complaint about comcast's data caps and how they are now expanding the number of cities they're implementing this policy. Its unfair to people where comcast is the only internet service provider. I am not in favor of ISPs having a data cap policy.

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[Ticket: # 667393 - Internet data caps](#)

**Date:** 11/19/2015 9:03:32 PM

**City/State/Zip:** Mechanicsville, Virginia 23116

**Company Complaining About:** Comcast

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### **Description**

Please do not let Comcast implement data caps. This is bad for everyone. It is also just a money grab and not needed for any form of network management.

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[Ticket: # 667397 - starting a troubling trend](#)

**Date:** 11/19/2015 9:04:05 PM

**City/State/Zip:** Huntsville, Alabama 35811

**Company Complaining About:** Comcast

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## **Description**

Data caps are an example of why internet companies must be regulated like electric utility companies. Imagine if caps were in place when YouTube was invented.

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[Ticket: # 667440 - Comcast data caps](#)

**Date:** 11/19/2015 9:26:45 PM

**City/State/Zip:** Gig Harbor, Washington 98335

**Company Complaining About:** Comcast

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## **Description**

I wanted to express my concerns about Comcast's arbitrary and capricious data cap "trials" that it's rolled out to at least 27 cities now. In my market there is no alternative to Comcast. I would hope the FCC would prohibit such practices at least in monopoly markets.

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## Ticket: # 667565 - Internet Service Providers Need to be Regulated

**Date:** 11/19/2015 10:37:08 PM

**City/State/Zip:** Austin, Texas 78735

**Company Complaining About:** AT&T

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### Description

With Comcast rolling out data caps on local broadband services, they are doing nothing but price gouging their customers.

This behavior is exactly why Comcast needs to be regulated like a public utility or we need to allow local governments to provide their own broadband service.

The market is structured in such a way as to give them (telecoms) an unfair advantage.

Let me be clear. There are definitive economic benefits in allowing a company with incredibly high infrastructure costs to have a monopoly over a service area. In economics this is called Natural Monopoly theory. This prevents the duplication of efforts, and allows for a more efficient use of resources, avoiding problems like this and this (early 20th century NYC), where countless companies have overlapping, redundant infrastructure.

Due to the market power this gives a company, they must also be heavily regulated in order to prevent them from taking advantage of their customers. The alternative is to allow governments to take on this function for themselves.

The thing is, all water, gas, and electric utilities are heavily regulated by state and federal agencies in a way that telecoms are not. The three so-called "public" utilities are seen as necessities for life, while telecom has only recently begun to be viewed that way. As a result, public utilities cannot charge excessive fees for service, and in exchange we give them a near-monopoly over their service territory.

In California, for example, regulatory requirements only allow gas and electric utilities to make money on capital investments. This gives utilities a direct incentive to invest in new infrastructure, because that's how they make money. This simultaneously removes any incentive to overcharge per kWh or to induce customers to use more electricity - even if they did, California utilities wouldn't make any additional money from this practice.

Instead, the California Public Utilities Commission (CPUC) authorizes a certain rate of return - usually a 5%-10% markup on base electricity cost - based on capital investments and how well the utility runs its business. (Bit of an oversimplification here - this is called "decoupling" if you want to look for more details.)

If we had a policy like that for telecoms, you can bet broadband would be cheaper and bandwidth would be higher.

What's more, most states don't restrict a city's right to establish a utility for water, gas, or electric. So why do we do that for telecoms?

Telecoms, meanwhile, are given the same preferential access to service territories in most states, but are not subject to the same price controls. They exploit this advantage by charging unreasonable prices, lagging behind in infrastructure investment and in providing higher bandwidth, and instituting datacaps that, by Comcast's own admission, are there exclusively to pad the bottom line (see this, this, and this for details).

If we're going to allow a company monopolistic control over a service territory, we can't also allow them carte blanche with their price structure. Basic economics says they'll abuse the privilege, and that's exactly what they've done.

Even better, we used to regulate telecoms like utilities. The overlapping infrastructure and high-profile bankruptcies of many of the overlapping telecom companies were some of the major causes of the regulatory actions and acquisitions that culminated in the foundation of the AT&T monopoly in the early-to-mid 1900s. AT&T, at the time, was regulated in a manner similar to a utility under the Natural Monopoly framework.<sup>1</sup>

This is one of many examples of what we economists would call a market failure. Part of the problem is the way the regulatory agencies view telecom. It needs to be considered a necessity and regulated in the same manner as a public utility. Recent changes at the FCC have moved in the right direction, but there's a lot further to go.

Do not be complacent. This will be an incredibly difficult fight and there are many other important and relevant viewpoints related to this that should be duly considered.

I don't mean to suggest that this is the only viable option, just that it's been proven to work in the past with both telecoms and other public utilities. There are other valid solutions that should be duly considered; this is one of them.

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**Ticket: # 667567 - Broadband data caps at Comcast**

**Date:** 11/19/2015 10:38:02 PM

**City/State/Zip:** St. Louis, Missouri 63139

**Company Complaining About:** AT&T

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## **Description**

I'm 'concerned about Comcast's plan to implement data caps for it's broadband internet service. The caps are at 300 gigabits. If you go over the limit you are charged a huge fine. The cap at 300 gigs is unfair. They are losing cable subscribers and want to punish cord cutters. I'm afraid my provider AT&T will go ahead with their plan of data caps of 250 gigs if Comcast keeps going with their plans. AT&T has not enforced their data cap as of yet but they will if Comcast is allowed to. I do not have cable TV. I am a cord cutter. I have been for over ten years. I use Netflix and iTunes and other streaming services for my entertainment. I there are data caps I will not be able to afford streaming or broadband. I will never go back to cable. Please stop Comcast from destroying streaming for those of us that enjoy streaming our entertainment.

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**Ticket: # 667645 - Comcast Data Cap**

**Date:** 11/19/2015 11:40:29 PM

**City/State/Zip:** Orlando, Florida 32826

**Company Complaining About:** Bright House

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## **Description**

The obvious money grab from Comcast to make a data cap for basic internet services is ridiculous. The major internet providers are inevitably going to take advantage of the American people in only a few years' time if this continues.

If Comcast is allowed to do this, then others will follow suit. There is evidence (sourced from Comcast) that this data cap has nothing to do with congestion management. Here is a link that I hope you follow and read. The last decade has been tumultuous for the internet and the users of mankind's most innovative tool need firm ground to stand on. Please help.

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[Ticket: # 668305 - Comcast/ISP's data caps and exempting services](#)

**Date:** 11/20/2015 1:03:23 PM

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

**Company Complaining About:** AT&T

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## **Description**

ISP's are starting to exempt their own services from their own, self imposed data caps. These caps serve no purpose other than to enrich their shareholders and screw over consumers. Bandwidth is not a finite resource. If you let Comcast get away with this, every single other ISP will follow suit. My ISP has an absurdly low data cap (250gb I believe) that they 'currently don't enforce', but I expect that to change soon. Please stop them and help us.

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**Ticket: # 668403 - Comcast Data Caps**

**Date:** 11/20/2015 1:32:00 PM

**City/State/Zip:** Miami, Florida 33161

**Company Complaining About:** Comcast

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## **Description**

Last month I filed a complaint against Comcast for introducing data cap overage fees in my area. Comcast responded by offering me a \$30 credit on my next bill, but then charged me \$30 in overage fees for the month when I am supposed to receive three months a year where I am allowed to use as much data as I want. Last month would have been my first month of overages and they charged me for it. Therefore nothing was actually accomplished. I am still paying the normal amount I would have paid regardless of my FCC complaint. It is reassuring to know that the net neutrality laws were a hollow victory for consumer rights and the FCC has no real power over these corporations. Congratulations on being yet another waste of tax payer money. Comcast is continuing their data caps social experiment in my area and continues to roll out data caps in more areas around the country every month while you sit idly by and allow this gross abuse of consumer rights.

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[Ticket: # 668579 - data daps for internet usage](#)

**Date:** 11/20/2015 2:34:24 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast

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## **Description**

Comcast's "Data Usage Plan " is nearly a data cap plan to make more money and stifle the use if streaming services.

Usage caps will also stifle innovatio and progress in developing faster and more affordable choices for getting internet content to consumers.

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**Ticket: # 669388 - Comcast Data Caps and T-mobile Binge On**

**Date:** 11/20/2015 6:55:40 PM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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## **Description**

Data caps for land-based services serve no technical purpose and only exist to milk Comcast subscribers out of even more money. T-mobile's Binge On service gives preferential treatment to a select few content producers (23 to date.) Both corporate strategies (data caps and preferential treatment) only serve to stifle innovation, degrade services and reduce private investment in internet infrastructure. Please adopt the widest, least restrictive open internet standard, which bans caps, throttling, preferential speed for pay, and any other enhancement to internet access and speed for pay, whether it be speeding up internet service for pay or degrading services and demanding higher fees to restore services (slower speeds, caps, etc)

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**Ticket: # 669851 - Comcast and T-Mobile Data Cap Plans**

**Date:** 11/21/2015 3:24:42 AM

**City/State/Zip:** North Brunswick, New Jersey 08902

**Company Complaining About:** Comcast

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## **Description**

The FCC must protect the use of the internet by the common citizen whether they are wealthier, or less well-to-do. The poor, and the average citizen must have uncapped, low-cost use of the internet. Data usage on the internet should not be capped or limited, and an additional fee charged for data usage above the capped amount.

It is terrible that cable companies were given the power to monopolize specific areas and other companies could not compete for customers in that area. The end result of this insidious situation is that companies charge excessive amounts for their services, and many people cannot afford to pay for their services. People who cannot afford cable TV services have been able to use streaming services over the internet, but the new broadband data caps make it even more likely that many poor individuals will not be able to afford the services they now can. Imagine being able to watch the daily news on the internet because that is the only option that you can afford, but now with data caps many people will not be able even to watch the news on the internet for fear they will go over their data cap.

I remember when I could watch the news on channels 2, 4, 7, and 11 for free every day before monopoly cable came along. And when I could not afford cable service after it was offered, I could still watch the news to know daily what was happening in my country and in my city without paying an excessively high fee.

It is a travesty of justice that poor citizens are losing access and opportunities while those benefits are always available to the financially better off citizens.

If the FCC does not protect access to all types of services provided on the internet, then WHO will?

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[Ticket: # 670502 - Att data cap](#)

**Date:** 11/21/2015 6:35:16 PM

**City/State/Zip:** Archer, Florida 32618

**Company Complaining About:** AT&T

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## **Description**

Att, data caps are unreasonable.

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**Ticket: # 670560 - Att data caps**

**Date:** 11/21/2015 7:16:51 PM

**City/State/Zip:** Archer, Florida 32618

**Company Complaining About:** AT&T

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## **Description**

Att data caps are absurd, especially when you live in a rural area, with little options, especially when a person such as my mother is basically homebound due to disability. We dropped our dish network TV, because we could no longer afford it. We stream alot of movies/TV via Netflix and hulu. Due to certain medical issues, my my mother who is on disability, and I, who is also dealing with various debilitating medical issues, we rarely leave the house, our only income is my mother's disability, and my father's social security, so needless to say we don't get out much. Our only entertainment is streaming TV, online gaming, and web surfing. At&t makes this near impossible with their, 150 gb data caps. Our only other option is various satellite internet services, who's data caps are much smaller. While I'm sure you receive many of these complaints, I felt I needed to add my voice. I feel these data caps are purely greed. People leave their satellite/cable providers simply because of the fact they can't afford it, streaming was an economical alternative, now I feel isp's are punishing people for doing so. As I stated above, we live in a rural area with few over the air channels. Once you combine streaming, gaming, and web usage such as anscistory.com research, along with nessesities such as bill paying, doctor portal acsess, and filling out job applications, the monthly cap is quickly filled. At that rate we are not even half way through the month, and we either run over, and pay an extra 10\$ per 50 gb. Which we can't really afford, or just not use the net, so its a rock, and a hard place. Any way I thought I should add myself to the many people who are unhappy with these data caps, thank you for your time.

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**Ticket: # 675312 - COMCAST IS THE WORST**

**Date:** 11/24/2015 4:48:19 PM

**City/State/Zip:** Germantown, Tennessee 38138

**Company Complaining About:** Comcast

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## **Description**

Signed up for internet service with comcast. Only two options in my area, comcast or AT&T. Both suck. Both are over priced for the speeds they offer. Comcast has capped our data without being clear and upfront when we signed up that there was a data cap. They are not protecting consumers from "data hogs". They are trying to cover their lost margin because of the amount of cord cutters. Their own leaked documents even say the limits are not about congestion.

(b) (6)

A large black rectangular redaction box covers the majority of the text in this section. The text "(b) (6)" is visible at the top left of the redacted area.

Plenty of supporting articles out there.

Data caps will only hinder future development and innovation in the tech sector.

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[Ticket: # 676381 - Comcast data cap](#)

**Date:** 11/25/2015 9:40:58 AM

**City/State/Zip:** Pembroke Pines, Florida 33026

**Company Complaining About:** Comcast

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## **Description**

Comcast is now applying data caps to my account in an effort to get clients to subscribe to their tv plans. They are apparently targeting users of netflix and hulu as they know these services are reducing their income. Imposing a service cap is illegal if at the time we subscribe for the service it was not part of the plan and it was not agreed upon prior to the service subscription.

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[Ticket: # 678208 - Stop Comcast data caps](#)

**Date:** 11/26/2015 1:37:17 PM

**City/State/Zip:** Sunrise, Florida 33352

**Company Complaining About:** Comcast

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## **Description**

Comcast and AT&T are charging you more to use the internet depending on how much you use it. It would force students and practically anyone who relies on the internet to limit their Internet usage, turning the Internet—now a necessity—into a luxury. They have a 300GB data cap and charge 10\$ more for every 50GB over that. Please stop them from doing this.

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**Ticket: # 680698 - Comcast is unethical**

**Date:** 11/29/2015 6:52:05 AM

**City/State/Zip:** Memphis, Tennessee 38103

**Company Complaining About:** Comcast

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## **Description**

FCC, please note:

It is extremely unethical for Comcast to start imposing data caps on customers. It is nothing more than a grab for more money if the customers so have decided to "cut the cord". Comcast should be broken up like old ma bell... This is the worst company year after year, and Most likely wouldn't be around if it didn't have a near monopoly in service municipalities. Comcast knows that they have a near monopoly, and if you look at the areas where they are imposing data caps you'll see they started with areas where customers don't have a choice... It's wrong unethical...

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[Ticket: # 680805 - Comcast Internet data cap](#)

**Date:** 11/29/2015 12:25:37 PM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

Comcast data cap is unethical, and just a money grab from the dying cable providers.

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**Ticket: # 680830 - cuntcast is being a cunt again**

**Date:** 11/29/2015 12:50:24 PM

**City/State/Zip:** Salt Lake City, Utah 84109

**Company Complaining About:** Comcast

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## **Description**

Cumcast is jacking up prices for users with no improvement to their services. It is simply to try to cover missing revenue from their antiquated cable service that nobody wants. Could the fcc please get its hands out of DickCast's pants and make them atop trying to make the internet be a bad deal compared to shitty cable. Who the fuck wants tv anyways, its a disease. So please mr. Federal comcast comissioner, make these cock suckers stop discouraging internet use. Oh and fucking data caps.

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[Ticket: # 680868 - comcast is doing it again](#)

**Date:** 11/29/2015 1:12:40 PM

**City/State/Zip:** Salt Lake City, Utah 84109

**Company Complaining About:** Comcast

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## **Description**

Comcast is being a dick and jacking up their prices and instituting data caps purely to discourage internet streaming and to cover lost revenue from their shitty dying cable tv service that nobody wants. Can you, the FCC, get your hands out of their pockets a little bit and help? They are literally ruining the American internet while you stand by and take kickbacks. Pls help us. Cuntcast wants to take a big greasy shit in the faces of the american people and tom wheeler is the only one who can stop them!

Cuntcasts use of datacaps and price gouging discourages internet use and makes american internet the slowest and most expensive in the world because the only updates cuntcast ever does is to its pricing.

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**Ticket: # 680902 - Rise Broadband's Institution of Broadband Data Caps**

**Date:** 11/29/2015 1:41:28 PM

**City/State/Zip:** Loveland, Colorado 80538

**Company Complaining About:** Rise Broadband

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## **Description**

Hello,

This is in response to ticket No (b) (6); as Rise Broadband has not offered any response whatsoever in the appropriate timeframe, and this issue still persists, I am filing a new public complaint on the same issue. I will continue to do so as long as this problem continues.

Rise Broadband (AKA Skybeam AKA LP Broadband) has apparently recently instituted data caps on its broadband services. We were not informed of these policy changes, nor did we agree to them; we have been a long-standing customer, and our contract has never specified data caps would be included in our service.

We typically do not use much Internet (average less than ~10GB/mo), but have family staying with us for several months which has resulted in increased Internet utilization. Internet connectivity is a requirement for not only the adults in our household to do our jobs remotely, it is crucial to our children for homework and research purposes. As Rise Broadband is also well aware, it is literally our only connection to the real world via phone as our service is VoIP-based. We live in a rural area where Rise Broadband is literally the only available broadband solution, making these policy changes feel especially predatory. Based on our knowledge of modern Internet services, and as a Network Engineer who has worked for several large ISPs, I do not feel that the use indicated is either unreasonable nor out of normal thresholds for a modern family.

Regardless of our current circumstances, in general we do not believe data caps are a fair practice and it is certainly not consumer-friendly, as it is widely recognized by industry experts that the data & content being transferred is a non-finite resource that is not owned nor controlled by the ISP which also neither increases nor decreases their operating costs - it costs Rise Broadband no more for me to watch Netflix than it does for me to not use my connection at all. Furthermore, Rise does not provide any means for their customers to monitor how much they apparently consume, and I also have reason to believe their calculations are inaccurate, for the following reasons:

1. As any reasonably technically inclined individual is aware, an end user has literally no control over the data received, and sometimes sent, over an Ethernet network. Due to normal protocol overhead and network design, as well as the fact that this is an always-on and publicly reachable network, we cannot control any inbound traffic to our router. If we cannot account and control our connection, how can our ISP reasonably set and enforce a data cap on a connection?

2. My firewall at this property currently shows several Gigabytes of dropped data at the WAN Interface. No one at this residence asked for that data, it was dropped because it was malicious and/or unsolicited to our network. Therefore, we should not be charged for this data under Rise's new policies. Furthermore, there should be an automated system in place to allow its customers to report this type of unwanted data available to all.

3. My WAN Interface to Rise Broadband's Canopy Radio currently shows an uptime since May/28/2015 17:17:04. This is Layer 1 based, so we can assume our Internet connection has been up since this date. The same interface shows a total of 414.4GiB Rx and 34.3GiB Tx since that time. At 5 months, that's less than 90GB of bi-directional data per month, a figure which doesn't even remotely touch the 200GB cap.

4. Based on some of my firewall traffic logs, it is quite evident that there is no separation of management and customer traffic on Rise's network. This would make it unreasonably difficult (impossible) for Rise to accurately differentiate its own network traffic from its customers on a per-port (customer) basis as they appear to be doing. So if a Rise employee logs into my CPE, all traffic to and from that session would effectively count towards our cap. This is not fair nor accurate.

The above examples are just a few specific instances which are already evident as to how data caps can and ultimately will be abused or misrepresented by ISPs if allowed to become standard procedure. More importantly and on a broader scale, by instituting data-caps on their internet connections (which are of paltry speed and highly priced compared to other local markets much less global), Rise Broadband is increasingly engaging in practices that harm customers, and limit the ability for expression of thought and free speech in our country.

It is a sad day that a bullying corporation can get away with such egregious and customer-hostile practices and do so without any warning to years long-standing loyal customers, especially when you consider that Rise Broadband's niche market is largely comprised of rural customers who literally have no other broadband options available to them - Rise Broadband ideally thrives in a monopoly oriented market, as is evident by their acquisition track record and utter lack of competition in rural areas. It is disheartening to read of that Rise Broadband is receiving federal tax dollars with the expectation of rural expansion while they are simultaneously deliberately crippling that same service for those who need it the most.

There is great potential for a more connected and educated society in our nation, but we must stop corporations like Rise Broadband from enacting anti-consumer policies like data-caps and monopolizing the free flowing of information.

Thank you for your time and consideration.

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[Ticket: # 681087 - Comcast Data Caps are arbitrary and anti-consumer](#)

**Date:** 11/29/2015 3:41:07 PM

**City/State/Zip:** Laguna Beach, California 92651

**Company Complaining About:** Comcast

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## **Description**

The recent appearance of Data Caps on Comcast broab band internet plans is anti-consumer, arbitrary, and greedy. Their market dominance across the United States is monopolistic or oligopolistic at the very best. In many markets they are the only available broadband provider with acceptable speeds, and they use that exclusivity to bully consumers into paying exorbitant rates for basic services. Internet access is a basic human right accepted by the UN and the United state's controlling body of the Internet, the FCC, should absolutely police this type of consumer harassment.

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[Ticket: # 681416 - Please either end tacit monopoly of telecom noncompetition or regulate it as a utility](#)

**Date:** 11/29/2015 9:48:01 PM

**City/State/Zip:** Okemos, Michigan 48864

**Company Complaining About:** Comcast

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## **Description**

The price gouging and concomitant refusal to improve infrastructure (despite receiving funds to do so) on the part of telecoms - not just Comcast, but the collusion of Time Warner, Charter, et al - has resulted in millions of Americans becoming frustrated not only with their service providers, but also with the lack of anti-monopolistic legislation, judicial review, executive intervention, or action by the FCC. With the advent of data caps and speed throttling combined with efforts to obstruct the creation of municipal fiber networks, it is beyond clear that these corporations are acting in an unethical and predatory manner. It is past time that the FCC ended the artificial monopoly created by non-competition of telecoms or began regulating the internet as a utility. I would like to know what is being done to combat the increasingly brazen actions of telecoms to circumvent free competition and maintain their captive customer bases at all costs while formulating new ways of increasing profits for the same antiquated services.

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[Ticket: # 681427 - ISPs](#)

**Date:** 11/29/2015 10:10:12 PM

**City/State/Zip:** Eagle, Colorado 81631

**Company Complaining About:** Comcast

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## **Description**

"Internet Service Providers" are, save Google Fiber, are increasingly becoming monopolistic in nature and are greedily charging absurd prices for the necessities of the ever more modern world. Please do SOMETHING about it besides stand by and watch as prices are hiked and silly data caps are put into place on a service which should have no usage limit once the speed it paid for.

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**Ticket: # 681456 - Broadband data caps**

**Date:** 11/29/2015 10:37:26 PM

**City/State/Zip:** Lexington Park, Maryland 20653

**Company Complaining About:** Metrocast

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## **Description**

Dear Commission,

My local and ONLY provider for broadband access, in an area where the government holds a large IT sector, has imposed a data limit of 250GB per month. After which, hefty fees will be added to the months balance.

Commonly, ISP's will state that the majority will not be affected by such limits, which at this moment may be true, will not stand in the very near future where media consumption is transitioning to data services.

As an IT professional, this move is purely a revenue increase tactic for its publicly traded company. The ISP is the only provider in my area that will provide adequate service levels for my use case. They abuse this by squeezing more and more from it's customers. We do not have an option to "vote with our wallets" because in this day where internet is a basic need, choosing no internet would greatly hinder my progress as a student and entrepreneur.

Data caps holds back potential startups, students, and everyday consumers from resources they cannot access on their mobiles because of spotty service and/or mobile data caps.

As you see, this will hinder us as a technology growing society, from pushing us further into the future. As the FCC, I am asking you to use your power to treat these providers as a utility. When everyone has equal access that is not hindered by the monopolies money grabbing techniques, Technology will flourish and move us further into the future.

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**Ticket: # 684173 - Internet is a utility**

**Date:** 12/1/2015 12:21:37 PM

**City/State/Zip:** Leechburg, Pennsylvania 15656

**Company Complaining About:** Comcast

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## **Description**

Data caps on home internet is wrong! You cannot let ISPs continue to manhandle the American people by capping at home internet usage. The price hikes in place affect the livelihoods of all working people. We rely on the internet for thermostats, home security systems, bill pay, education, and entertainment, and more. The data caps are dirty greedy efforts by MONOPOLIES to make more money. Please step on and stop this problem!

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**Ticket: # 684803 - Comcast**

**Date:** 12/1/2015 3:12:52 PM

**City/State/Zip:** Johns Island, South Carolina 29455

**Company Complaining About:** Comcast

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## **Description**

When are we going to hear and see the FCC doing something about this horrible company, that continues to abuse its customer base?

Data Caps must not be tolerated.

You already know what the problems are. From oligopoly to Net Neutrality abuse, billing fraud, and many many other forms of abuse and dishonesty that we see reports of... from all over the country, all day every day.

Comcast's reputation as the worst company in America is by all accounts very well deserved.

The time is long overdue for the FCC to take of Comcast. It's high time they were broken down into smaller components.

Critical mass. Do something about it. The FCC is supposed to be our watchdog... don't fall down on the job.

Please !

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**Ticket: # 685204 - Comcast's New Streaming TV**

**Date:** 12/1/2015 4:53:10 PM

**City/State/Zip:** Minneapolis, Minnesota 55409

**Company Complaining About:** N/a

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## **Description**

Dear Tom Wheeler -

I applaud your recent efforts to further Net Neutrality and provide a level playing field for both service providers and consumers. In line with the plan you outlined there, I would like to bring your attention (and hopefully your ire) to Comcast's recently announced "Stream TV". "Stream TV" is Comcast's IP TV service, and they have recently confirmed to the media that it will not count against Comcast's data caps. By definition, this is information not being treated equally, and is directly against the tenets of Net Neutrality. Please take action by ensuring that all IP TV sent over Comcast's network does not count against any provider's data caps. This is the best way to encourage and foster innovation and opportunity.

Thanks

(b) (6)

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**Ticket: # 686149 - Capped Internet Bandwidth will increase my partners medical bills.**

**Date:** 12/2/2015 12:10:57 AM

**City/State/Zip:** Davie, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

I have not received any response from Comcast for my two previously opened two tickets with the FCC: (b) (6) and (b) (6)

My partner, (b) (6) has a chronic illness and is partially disabled. Some of the specialists she sees for care are hundreds of miles away- in New York and Hawaii. Because of practicality issues- there are many appointments which must be done via video streaming with apps like Skype. This new data cap of 300GB is unrealistic and is forcing my partner's bills to spike. Considering the amount of record profits Comcast has been reporting this is an absolute outrage. This is the third report I've sent. The first two went unanswered. The original plan was for unlimited bandwidth and now they are pulling a bait and switch on us.

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**Ticket: # 687521 - COMCAST DATA CAPS****Date:** 12/2/2015 4:49:03 PM**City/State/Zip:** Germantown, Tennessee 38138**Company Complaining About:** Comcast

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**Description**

I believe that the data cap that Comcast places in some markets goes against the whole idea POTUS tried to relay when he stated that internet is a "human right". Putting data caps on home internet and then charging for more data goes against the idea of free and open internet, it hampers research, it puts a price on access to information, and maybe not by law, but it goes against the whole idea of net neutrality. IT researchers, such as my self, sometimes needs to download large patches and updates, large files for analysis. Having to pay extra money to make sure all of my machines are patched for security, to make sure that I can watch training videos online to increase my impact to society, to download new tools to help me be better at my career. All of these things should not come at an extra cost, other than the monthly payment for internet access. I would like to also point out again, putting data caps severely impacts the end users ability to apply security patches and updates across the board to several hosts on their home network. With data caps you inherently limit the security of the end user and significantly increase an attack surface.

These practices are not fair for the consumer who already has to pay exorbitant fees to get access to the internet to begin with. Just so that corporate greed can continue to take hold and make more money and more money at the expense of everyone in these markets. I honestly do not understand why the FCC has not taken a harder stance on these issues, and allow these companies to lobby for laws that continue to allow them to take advantage of the consumer. I am a network engineer, and if the equipment is already in place, it should not matter how much data the end user uses through that network device. It costs them no more or no less to allow data to traverse their network. Especially when they own the infrastructure and physical links in their network. I get that more equipment has to be purchased for saturation, but saturation does not go hand in hand with actual data allotments. I wish the FCC would step up and regulate these types of practices as they are supposed to be working for the people, not big business!

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**Ticket: # 687939 - Open Internet/Net Neutrality**

**Date:** 12/2/2015 7:34:31 PM

**City/State/Zip:** Hobe Sound, Florida 33455

**Company Complaining About:** Comcast

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## **Description**

I do not believe Comcast should be able to put data caps on the public internet usage because "less than 10% of their customers consume more than half of the network". I would say that this 10% are mothers with multiple children, all of which probably use streaming services like Netflix or Hulu, or who have children that use online gaming. While I'm sure there are people who download constantly all month long, this does not constitute putting data caps in place for their entire customer base. In essence, Comcast cannot prove that the 10% hinders the network speed for the other 90%. And while Comcast also pleads "customers who use more data pay more, and customers who use less pay less", this is also untrue. It means they are penalizing the few who opt to use more of the network, and the people who are not using as much bandwidth will simply keep paying the same amount, NOT LESS. I'm asking for the FCC to please take action against Comcast and stop them from taking advantage of United States citizens. With inflation increasing faster than our annual increase in pay, we cannot afford another company holding our communication hostage as AT&T did. I want to note, I do not currently live in a city with a data cap, but I do monitor my usage. As my fiancé suffers from extreme anxiety, she must stay home most days. During the day time she uses Netflix and Hulu for entertainment to pass the time. In the evening time when I get home from work, is my time for Netflix and Tv shows streamed from Hulu. I keep a close eye on my account usage through Xfinity and average 600GB monthly strictly from streaming movies and Tv shows. If Comcast were to impose these limits in my area, my monthly bill increase would be more than 200% of my current bill. I currently pay \$29.99 strictly for internet services because I do not watch regular Tv. With the increase I would be paying \$29.99, plus \$10 for every 50GB over the allowed 300GB. My average monthly 600GB - 300GB = 300GB divided by 50GB is 6 times \$10 = \$60 more per month over my regular bill. This is a 200% increase just because we stream Tv and opt not to use one of the standard Comcast options for television. I feel this is completely unfair to myself as well as millions of other Americans who are being forced to use Comcast as a provider because there are no other options. Please take action and stop Comcast from these unfair business practices. We should pay for access to the internet, not for how much we want to watch, download, or send across the network. HELP US!

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**Ticket: # 694554 - COMCAST Internet Cap**

**Date:** 12/7/2015 11:53:25 AM

**City/State/Zip:** Dunwoody, Georgia 30338

**Company Complaining About:** Comcast

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## **Description**

Comcast cannot provide me with a written copy of the terms and conditions that I have electronically signed that indicates I agreed to an internet cap. (b) (6) from Comcast (b) (6) extension (b) (6) indicated that he WOULD not be able to provide a written copy of the terms and conditions that I signed up for indicating a data cap.

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[Ticket: # 697901 - data cap](#)

**Date:** 12/8/2015 6:15:04 PM

**City/State/Zip:** Parma, Ohio 44129

**Company Complaining About:** Cox

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### **Description**

They keep charging me for more data with their data cap. I originally signed up with unlimited internet and now i am capped to 250gb and charged more money for going over.

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**Ticket: # 700672 - Trottled Internet**

**Date:** 12/9/2015 10:36:15 PM

**City/State/Zip:** Union City, California 94587

**Company Complaining About:** AT&T

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## **Description**

So basically I for up to a 40 down and 10 up Internet speed! I don't know if there is a data cap, but even if there is . There is no possible way that we went over it, because then all my speeds would be slow, but this only happens when I am trying to watch a youtube video. I try to watch the video at 1080p or 720p. But it takes forever to load. My ISP which is a&tt said I would lose 10mbps on the down and 5mbps on the wifi. However this shouldn't slow my video down at I don't know why it happens and I am pissed off.

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**Ticket: # 710373 - CENTURYLINK LYING ABOUT DATA CAPS TO SIGN UP NEW CUSTOMERS**

**Date:** 12/15/2015 9:30:44 PM

**City/State/Zip:** Seattle, Washington 98108

**Company Complaining About:** Centurylink

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**Description**

I was told when I was signing up with CenturyLink fiber, that I would not have data caps. After some discussion online, I've looked into it more and discovered that CL only exempts 1/gbps users from this cap. I was very clear with the sales person who came to my house, about only needing their 40/mbps service and was leaving Wave Broadband in favor of CL because of data caps.

The sales person would appear to have lied about my service not having data caps. I asked directly before we signed anything "So this has no data caps, right?" and she answered "no". I also contacted support online and the following transcript was our conversation.

This is my second time filing this complaint because I simply being told by CenturyLink "sorry" and nothing is being done to ratify the situation. I was lied to in order to get me to sign up and leave my former subscriber. I would have stayed with Wave Broadband if this was the case, because Wave offers a 300gb limit.

Please take a more serious look at the practice CenturyLink is employing on new customers. This is equivalent to being told "Come to our store for a \$300 item for only \$20." and getting there and finding out there was no item for \$20. Then the company comes back with "sorry, but you can buy other things from us since you are here". It's deceiving and needs to be ratified with more than "Sorry about the incorrect information".

Also, CenturyLink is also incorrect in my subscription plan. It says I am signed up for 40Mbps DSL and I am 40Mbps Fiber.

On a separate note, enforcing a data cap to begin with is unethical and should also be looked at by the FCC. There is no technical reason to impose this, especially on ANY tier of fiber internet.

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**Ticket: # 716480 - Data Caps****Date:** 12/18/2015 4:34:36 PM**City/State/Zip:** Lubbock, Texas 79423**Company Complaining About:** Sudden Link

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**Description**

This is a follow up to a complaint that was never fully resolved. My first complaint was ticket number (b) (6). My first question is in regards to Suddenlink's data usage monitor. I question Suddenlink's monitor because my own monitor differs with what Suddenlink reports. Suddenlink answered this by saying their monitoring software has been reviewed by an independent expert. By their own admission, the expert found that Suddenlink's technology is accurate to +/- 1%. My response to Suddenlink's response is simple math. My current data plan allows for usage up to 250 GB for one price. If I go over 250 GB worth of data it will cost me an additional \$10 for every 50 GB. So, if I use 250.1 GB worth of data it would cost me an extra \$10. If Suddenlink is off by 1% that would amount to 2.5 GB worth of data. We will just call this data lost in the wind. This "lost" data could potentially cost me an extra \$10. Every month. \$120 every year. I could be under my data usage but because of Suddenlink's current technology be charged extra. This is using Suddenlink's own review, by their hand picked "expert".

Just as a comparison - If a plane takes off from Dallas, TX and is heading towards New York, NY, and just happens to be 1% off, when I land I am going to be ... well... not happy.

The other issues I had in my original complaint were never answered.

The second issue I brought up was not addressed. If I have 250GB allowance per month and do not use 250GB then I should still have access to that amount. For example: I use 150GB in one month. I should still have access to the 100GB of data that I never used. Call that "roll over", heck, call it whatever you want. If I am buying a certain amount of data I shouldn't lose it. Especially since an extra 50GB of data will cost an additional \$10. So, if I have 100GB of data left that would be worth \$20. Instead of having a roll over, how about a bill credit?

The third issue I brought up and that was never answered is that Data Caps cause a non-open internet. By controlling data usage Suddenlink can control access. Instead of an open and free internet I get bogged down in the mire of a package deal. This is a simple fee based argument. If it costs more for extra data then it costs for extra channels of the same content I am trying to view, then I am persuaded (forced) into buying from the cable company.

The response to my complaint then goes on to say that Suddenlink has made large investments and yadda, yadda, yadda. Suddenlink is providing a service to its customers. There should be an investment. Suddenlink is investing in faster and better bandwidth. Good! That is a must in today's environment.

Suddenlink then goes on to say that consumers that use too much data puts extra cost on their infrastructure. This is an argument the FCC has already disproved. Suddenlink attempting to make that argument is absurd.

Please address all of my issues this time. Thanks.

And just as an extra - Suddenlink's customer service is horrible. I am attaching a screenshot of your review rank on Yelp. One star - bravo!

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**Ticket: # 718364 - False representation of the Comcast Data Caps by Service Members**

**Date:** 12/20/2015 5:40:28 PM

**City/State/Zip:** Iselin, New Jersey 08830

**Company Complaining About:** Comcast

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**Description**

I have filed many complaints regarding this data cap issue, and each time is told a representative will call me. When said representative does call, they hang up after 1 ring or don't respond when I do pick up. On top of that, Comcast sends me letters full with false information regarding data caps that is easily refuted after some research and searching through their corporate site.

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[Ticket: # 724671 - Comcast throttling VPN](#)

**Date:** 12/25/2015 12:36:54 PM

**City/State/Zip:** Oceanport, New Jersey 07757

**Company Complaining About:** Comcast

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## **Description**

Under net neutrality, Comcast is obligated to treat all traffic over their network equally. I've noticed my speeds drop while using a VPN. They call this network management. They do this because they will prioritize what they have access to view over something over a more secure VPN. In addition, I would like to voice my concerns over data caps (or whatever nonsensical false term they are propagating). They are claiming that data is like gasoline and yet aren't regulated like a utility. They are setting data caps solely for profit and not to prevent congestion. How that isn't illegal is astonishing.